Complaint Tracking for Colorado

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3363F	04/03/02	17	VCO reports that agent 5132F did the same thing two days in a row if VCO gets the agt again she's going to hang up and call back to Relay to get another agt. VCO asked agt to dial to # and if reach recording get customer service on line agt dialed the nbr but did not type the name of the company typed recording playing then holding macro VCO tried to interrrup by typing to agt by sending msg "voice please ga" agt typed holding macro VCO again interruped "voice pls ga" and agt did not respond VCO hung up.	04/23/02	CA followed correct procedure in not typing recording. Ca was advised to allow a customer to interrupt & give further instructions, even if the line is holding. (if agent is able to see customer interrupting) Unable to contact customer at number given.
3361F	04/03/02	17	VCO reports that she asked opr 5124F for the time where opr was located opr typed "nbr calling pls?" VCO asked again and opr typed CO Relay macro VCO hung up.	04/16/02	Unable to contact customer at nbr given. CA followed correct procedure.
6830	04/04/02	06	Agent seemed tired - typing had lots of typos & misspellings - like "Mary" for Merry" etc.	04/04/02	Discussed situation w/agent encouraged her to let supervisor (me) know how she was/is doing.
6830	04/04/02	07			
4602	04/05/02	03	Customer complained that CA 4212F continued saying the # is invalid.	04/05/02	CA 4212 went ahead and redialed the #. The lines busy. Customer was satisfied w/resolution. I coached CA to ensure that she dials the correct # because I noticed the are code wasn't same as given.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3375F	04/05/02	3	I returned a call to this CO TTY customer who was complaining about greeting macros including state CA identifier, caller ID and nbr calling please, take entirely to long and is a serious waste of her time. Customer uses Realy to make several call sat a time and she feels that agents should follow her instructions to not send the person hun g up on the CA - GA or SK macro, as this is ridiculous and wastes her time. Everyone knows about the caller ID being in place for 2 months in AZ and she feels MCI AZ Relay does a far better job. She says, "Agents are rude and insist on typing out the macros even spacing their words like, P E R S O N H U N G U P, every CA does this." Customer reports she is an attorney who set up the original relay in AZ and that none of this required or written in the contract. She could not provide any agent ID numbers so I can not determine if calls were handled through MCI or Sprit Relay. I attempted to suggest if she could provide ID nbrs for agetns and she interrupted again, saying she could not waste her time with this as she would spend all day calling in to com	04/23/02	Case closed due to lack of customer information.
3375F	04/05/02	17			
3375F	04/05/02	21			
3380F	04/07/02	04	VCO reports that agent 4978F did not type male or female when the pharmacist answered at pharmacy also at end of call pharmacist said thank u and agent typed thank u but did not give ga and no further response from agt. VCO sent "voice pls GA: msg several times and agt did not respond line was disconnected (apologized for problem & advised complaint wld be sent to supervisor)	04/08/02	Agent acknowledges that she may have forgotten to gender. Agent also acknowledged room for confusion as there was at least one time when VCO user was already talking when agent typed "GA: and switched on VCO during the call. Agent knows to pay attention to gender and call for help if awkward situation develops.
3380F	04/07/02	05			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4605	04/09/02	18	Customer received gargle from relay, and agent did not type ans mach message on first dial. Instead agent dialed "(ans mach) ga."	04/09/02	Asked agent about it - agent said customer instructed her at start of call that she was in a hurry - if it was an answering machine "just let it go." I explained to customer that this seemed like a misunderstanding and apologized again. Customer was satisfied with the discussion.
4605	04/09/02	26			
3386F	04/09/02	04	Customer asked the agt to dial a nbr. She received, "dialing local call ringing, ga" The agent didn't type how the call was answered or the gender of the party. The customer asked who was speaking and proceeded with her call. AT the end when the party she'd called hung up, she asked the agt what happened. He simply said, "operator apologizes, sorry". Flroes says this is getting to be a habit that the FL agts don't perform to Sprint Quality standards. She wishes she cld avoid the FL call center altogether. She has reported problems iwth the FL agts to Rex Moers several times but feels he is not able to do anything about it . She says she will continue to report any and all problems she experiences with FL agts specifically.	04/10/02	Addressed the agent regarding this complaint and he vividly remembered processing this particular call. The agt stated that the customer proved specific instsructions as to how they wanted their call processed such as; do not explain relay and once the line is answered by the hearing person only type "GA". At the end of the call when the customer inquired about what happened, he figured that he must have misunderstood the customer's request, which is why he apologized. The agent was informed that if a customer provides instructions that he is unclear on, that he shld verify the instructions with the customer before processing their call. The QA dept blind monitored the agt and he did not have any problems with adhering to customer's request. We will follow up with QA scans and evaluations.
3386F	04/09/02	09			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4608	04/11/02	04	Customer complained that CA 4189F didn't relay a complete 10 digits phone nbr left out the last 4 digits. A hosptial gave nbr for her to clal back to make an appt. But she is unable to do so. It was done thru VCO.	04/11/02	CA 4189F stated that she didn't recall the call at all. I reminded her to be cautious & relay the whole ten digits phone nbr. 4/23 - Left msg to call me back; 5/3 -Left msg; 5/4 - left msg to call me back; Closed due to lack of response from customer. - Rex Moers
3398F	04/12/02	29	Customer experiencing garbling problems and also not seeing the "dialing nbr verification" when making calls. This happened with two different agts 9067F and 9709F on 4/12/02. A trouble ticket was opened to address issue - 10000101925.	04/15/02	Echo canellors were re-programmed and all corrected. Customer stated she is pleased on how we handle complaints and resolutions via email. Customer will contact technican after vacation for test calls.
3404F	04/14/02	18	VCO reports that she instructed Relay opr to call a nbr and reach and answering machine instructed opr to type S T and type GA when she cld leave her msg opr dialed nbr and typed (ans machine playing) GA when VCO asked opr why she didn't indicate what answering machine had been reached the opr advised when an answering machine is reached they always type (ans mach playing) VCO continues to encounter problem with Relay Opr not indicating what answering machine has been reached.	04/15/02	Agent submitted a report to supv immediately following this call. Agent said VCO did not instruct agent to type "ST" on this call. Instead VCO said only that if ans mach she wanted to leave a message. According to agent's memory of this call, agent following correct procedure.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3410F	04/15/02	04	"I Just placed a relay call to my pharmacy and I instructed agent #9062F that I was calling to Safeway pharmacy, and to listen for the option to press for pharmacy then press the option for Tom. She typed ringing 1...2...recording playing. I asked her to type the party she reached, but she did not type any of the recording so I didn't know if I had reached the correct nbr. If she had just typed "Safeway", at least I wld know whom I reached. I had to end the call, so now I have to make the call all over again."	04/16/02	Addressed the agent regarding this complaint and she stated that she did remember handling this call. The agent stated that she did not type the name of the recording because she did not think we were required to do so. It was explained that in the past the name of the busines was typed as a courtesy to the customer however the agt was informed that we are now required to type the name of the business on recording calls, when the caller has provided specific instructions. Our center has been informing all agts of the change in procedures when handling this type of call. The QA dept will follow up with scans and evaluations to ensure the new procedure is adhered to.
4618	04/16/02	09	Customer stated she did not realize she wld get an ans mach, had told agt she wld speak to whoever answered but did not instruct agt not to type ans mach or recording. Agt relayed recording. Customer states Agent is a loser, customer will call customer service manager. Also said agent did not send "redialing to leave msg" macro after the "beep" but before the "ga" customer did not want to leave msg.	04/16/02	Thanked customer for call, explained agt is required to type recording and ans. Mach unless othewise instructed (cust confirmed she knows that) Customer called agt a loser again, informed me she wld call customer service. *Note: agt followed relay procedures.
3416F	04/16/02	26	Customer states that he has a new tty phone that he received in Oct. 2001. Experiencing garbling	06/21/02	Echo Cancellors were reprogrammed and re-routed all calls. Technicians wanted customer to call back. Closed trouble ticket on 4/22/02. Contacted customer's mother, said it really improved latedly, thanking me.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3428F	04/18/02	05	Customer dialed to relay and ask the agent to call the pharmacy and told the agt to just pick the option to speak to the pharmacist. The agt dialed the nbr and it rang twice and then hung up.	04/22/02	Coached agent on proper procedure.
3429F	04/18/02	03	Customer asked the agt to call a nbr and when the recording picked up not to type the whole recording but just to type Safeway so she'd know she had connected to the proper nbr. The agt dialed and didn't type Safeway as instructed. Instead the agt typed "(recording)" and nothing else. The customer did not know if she even had dialed the right nbr.	04/19/02	Addressed the agent regarding this complaint, however she had no recollection of the call. The agent state that if a customer informed her not to type the whole recording, she would simply type the first part of the recordingk followed by (recording playing) and (holding). However the agent was coached on the importance of adhering to customer requests. Our center has informed all agents that if a customer provides specific instructions and a recording is reached, they are required to type the name of the business followed by (recording playing). The QA dept will continue monitoring all agents to ensure proper procedures and customer requests are adhered to.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4622	04/18/02	03	Customer told agent to redial and type "ST GA," so she cld leave a msg. Instead agent typed "(ans mach) GA. "	04/18/02	Agt said she heard the instructions as "type FT GA when they say it." Agent was confused because "they never said that on the msg. I coached the agt to always get clarification prior to outdial when instructions are not clear. (Customer asked that I forward complaint to Acct Mgr. She does not want him to call her, but she plans to email him to follow up. Faxed Rex Moers. Couldn't follow up due to lack of customer info. 4/23/02
3438F	04/22/02	04	I just had the worst Relay call EVER! The CA did not keep me informed during the call as to who I had reached. It took over 25 mins to make this call just toget through on the line. I waited and waited after CA 9417F dialed and she never came back on the line. I had called to Memorial Hospital, I told her not to type the recording, just to ask the switchboard for patient info. But she typed the recording, " Montrose Memorial Hospital", I said " voice please" , she typed "its on". What was on ? I didn't kknow what she was talking about. I was waiting and waiting, then she typed, "operator is waiting for instructions". She finally disconnected me after typing, 9417F GA or SK."	04/24/02	Met with agent. Coached agent on the proper procedures to be followed. Also coached agent on the importance of using the appropriate macros to keep the customer informed.
3440F	04/22/02	05	I just placed one relay call, and at the end of the call I told the operator I would like to place another call. CA 4160F then disconnected me.	04/22/02	CA #4160 said she received several VCO calls & processed with no problem.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4630	04/22/02	17	CA #9014F was rude and refused to answer TTY's question - She thinks it was her TTY problem because the # was continuously garbled. The caller requested CA if she could read the phone # but CA didn't response.	04/22/02	Met with agent and she stated that the customers msg was garbled therefore she was unable to read their msgs. The customer was informed that their msg appeared garbled. Coached on the importance of displaying professionalism at all times when communicating with customers.
4631	04/22/02	06	Customer said this agent 8334 was absolutely terrible: could not type, spell, or comprehend voice customer.	04/29/02	Operator does not recall any difficult calls on this date. Supervisor reveiwed complaint and explained that opr needs to maintain her composure at all times. Opr suggested maybe garbling? Denise Stayton, Team Leader
1891	04/24/02	04	VCO caller reports the agent did not keep her informed - she had asked agent to dial to - company & get a cust. Svc. Rep. Caller dispointed the agent did not tell her she had reached - company agent sent (recording playing) (waiting for rep)	04/24/02	Agent did follow policy for reaching a live rep as observed on screen.
3457F	04/29/02	04	Customer said agent 9422m handled the call proficiently until the call was about to end. Customer said goodbye to her friend, but CA 9422M did not send the macro stating the outbound had disconnect. Customer asked agt for ID # and he was slow in providing it to her. Customer stated she is well aware of the procedure relay CA's are to follow and the call did not follow relay procedure.	04/29/02	Met with agent. Coached agent on the importance of keeping the customer informed. Also coached agetn on the importnace of providing ID nbr without hesitation.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1905	04/30/02	03	VCO user was upset cuz she was calling a recording & she gave the opr the pin # and said to get a live rep. VCO user was upset cuz she didn't feel the opr was following her instructions. When the opr dialed out recording asked for SS#. Did not give option of entering a pin. opr typed recording. VCO user tried to interrupt opr while recording was being typed. VCO user upset opr wasn't listening.	04/30/02	I apologized to VCO user for any confusion or frustration. Explained to her that if she starts talking to the opr while opr istyping the opr is unable to hear her. Offered to have opr redial for her. She have same instructions. Reached same recording and were unable to reach a live rep. w/o entering SS# VCO user hung up. Opr followed proper procedure.
4644	04/30/02	24	Mr. Davis complained that our Area has change all users from modem mode to TDD Mode and he wants it changed back. He has had throuble connecting with Relay the past three days because of this. He has called back 10 or 12 times before successfully linking up. His friends tell him they are having same problem. Apologized and thanked cust. Submitted trouble ticket 328293. Customer does not want follow up contact but wants this changed back.	6/3/2002 6/10/2002	Tech couldn't find anything wrong. Need to open TT if still having problems. Called Ken Davis still having problems opened TT I000220434. Three possiblities: 1. Customers may be behind a PBX that gets re-branded. 2. Someone using same # using different system. 3. Set up ASCII incorrectly. 6/10/02 No answer. 6/10/02 @4:15pm customer understood and will file if new problem arise again. Thanked us for trying to fix it. Case closed.

Complaint Tracking for Colorado

May 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4646	05/01/02	18	Customer complained that an attorney called her thru relay operator 9163M and left a msg on her TTY answering machine. The message was clear until the end when a phone nbr was provided to call back. After the area code the first three digits were missing. This caused a major problem.	05/02/02	Met with agent. Coached agent on the importance of relaying everything heard verbatim and accurately.
3460F	05/01/02	18	VCO reports that 4111F dialed wrong nbr when she requested opr to dial 800 nbr opr asked her to repeat last four nbrs then opr dialed nbr and typed "dialing local call" even though VCO was calling 800 nbr VCO tried to signal to opr to stop call because she only received part of the nbr dialed and knew it was not correct pls it was not a local nbr opr did not respond VCO hung up before reaching a wrong nbr.	05/01/02	Opr 4111F said she knew she dialed the right nbr because cust gave business name at start, and business name was on the ans mach that picked up while agent was typing message, she saw the VCO user try to interrupt, agent stopped typing, activated vco, and the cust hung up CA followed correct procedure.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3467F	05/05/02	01	Customer voiced the nbr and instructions to opr 1436F. Opr asked customer to repeat. Customer repeated. Opr 1436F then said "I had nbr , but I thought you gave me a code to enter." Customer said "what I told her was to ask for customer service, and I told her again." Call was then processed to the dept. customer had requested, and a recording said due to a problem with maintenance your call cannot be processed at this time... customer then stated she tried to talk to the oprt, and the opr didn't listen to her but then took it upon herself to paraphrase what athe recording had jsut stated. Relay opr typed to me "the recording told me the computers are down and you shld call back." I again tried to talk to the opr, but she didn't give me a "ga" I t yped a lot of XXXX's on the screen to get her attention but she never gave me the "ga" to talk again.	05/07/02	1;11 - - unbranded VCO -CA missed ALT V in time to receive dialing instructions. Coached CA to ALT V immediately after CTRL O to open voice path & GA to get full msg. Offered GA alternate phrases to use to have info repeated. 21 -- Customer had requested customer svc. CA dialed & reached recording, typed entire recording which did not offer cust svc option. Customer became agitated that CA did not follow instructions. That's when CA paraphrased recording. Coach CA to not paraphrase past info from disconnected call- suggested using processing phrases such as (Ca followed instructions, no option for requested dept; Recording was typed, recording hung up) 6 -- Poor spelling not a CA issue xxx's indicated in notes above mean customer tried xxx's to get Ca attention.
3467F	05/05/02	06			
3467F	05/05/02	11			
3467F	05/05/02	21			
3472F	05/06/02	03	Agent did not follow customer instructions to just type the word "Jenson: to let customer know she had reached the correct ans mach to leave her messagae. Instead caller said the agent just typed "beep' to leave a msg.	05/07/02	I followed up w/CA4152F. She said Asst Sup was a presence. Ca typed "Jensen" but not beep(AnsMach) because the recording was short & fast that gave her insufficient time to use a macro. CA listened to make sure that customer left a msg on the ans. mach. CA had followed customer's instructions.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3473F	05/07/02	03	VCO reports this problem call was the worst experience she ever encountered with Relay opr 1436F is either new or doesn't belong at Relay. VCO instructed opr to call busy doctor's office not to explain relay provided nbr to call opr sent dialing macro info with calliing to nbr but VCO cld nto read part of the nbr opr sent ringing macro 5 times opr typed residential ans mach message. VCO tried to interrupt becuz she knew opr didn't dial currect number VCO tried to signal 6 times but opr did not respond VCO sent "VCO pls GA" msg repeatedly but opr did not respond when VCO finally talked to opr telling her she dialed incorrect nbr opr typed "I dialed 970 249 0684" VCO knows she didn't dial that nbr becuz she didn't reach doctor's office then Opr typed" sorry about confusion repeat nbr calling". VCO very frustrated with this experience and will not process any further calls with opr 1436F.	05/07/02	CA had difficulties connecting back to VCO while dial windo was up. Reviewed w/ca steps between dial windows & Alt V. CA is sure she dialed # given.
3476F	05/07/02	24	Caller is VCO and uses a cell phone with relay calls. She says that every call she makes the operators have a problem getting her calls to go thru. A trouble ticket was issued as the relay agents continue to get msg saying "Your LD service has been temporarily disconnected". Trouble ticket was opened 151033.	06/08/02	6/1 Not answering the call 8:50p 6/5 No answer 6/8 no answer 6/8 Closed due to the inability to reche the customer. Trouble Ticket A CDR search ws performed. After locating calls it was determined that agent did not process call as local override.

Complaint Tracking for Colorado

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3475F	05/07/02	04	"I just tried to make a relay call and agent number 4619F typed: dialing, ringing, 1...2...3...4...5... then typed "answering machine beep". That is all I got, no name of the nbr I had reached or anything. I do not know if I reached the right person or not. This is happening more and more the agent does not tell me what the machine says."	05/08/02	Opr 4619F tried to follow cust notes which said "Type name of co. and GA" on ans mach opr could not understand voice on recording because it was fast & unclear, so she typed "Beep GA" so cust could leave her message. Opr did the best she could. But was coached to inform cust of what happened in these situations.
4655	05/07/02	11	Customer received "voice now" then customer gave the # via voice and nothing happened. Customer received a macro-msg garbled & no respond to voice at all.	05/07/02	I coached CA to notify VCO user that she didn't get the last 4 digits instead of using a macro-msg garbled. I explained to CA that after 'GA' she needs to open the line in order to hear the VCO person repeating #.
4659	05/09/02	03	Customer concerned this agent did not type any of the recording they had reached. She had asked the agent to type at least the company's name, but not the whole recording.	05/09/02	I coached the agent and explained to him that he only needed to type the company name but not the entire recording.
12592	05/12/02	04	Customer complained that agent was given a message to be left if an answering machine was reached however the line was answered by a voice person but the agt did not let the TTY user control the call. The agt relayed the message without letting the voice person know that the TTY user was on the line.	05/13/02	ID number unassigned. Was not logged into sytem on that particular day.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3004G	05/16/02	03	Customer reports that she asked the agent to dial a nbr and not type the whole recording but at least type the name of the place she was calling, "Safeway", so that she'd know she'd reached the right nbr. The agt dialed and typed, "recording playing, the pharmacy is closed, Safeway". The customer is upset that the agent did not type "Safeway" first, she says this is a continuing proble she experiences frequently with other agents.	05/16/02	VCO person never specified to type Safeway and the phone answered wit hteh pharmacy is closed, safeway was never part of message to type and she never told me to type safeway. I know to be sure to type the business name first.
3012G	05/21/02	02	I would like to make a complaint that the agents never follow my notes. Today agent 9071F did not follow the note that says "do not type answering machine message". I am tired of this.	05/23/02	Met with agent. Coached agent on the importance of reading and adhering to customer's notes.
4676	05/23/02	04	Cust. Stated agent did not inform him that part of his msg was garbled throughout the call, agent voiced to outbound and where text was garbled, agent said to outbound caller "msg garbled" then continued with the rest of the un-garbled text. Cust. Was informed by outbound caller that agent had said there was garble in parts of his typing. Cust states that because he was not informed that parts of his typing was garbled he lost control of the call and his outbound caller was very, very, confused. cust. asked agent if there was garbling and asked agt for his nbr four times during the call, agt refused to give his agt nbr. Cust. states he thought that an agent is to inform the call when garbling is occuring and also supply the agt nbr when requested. cust. wants copy of this report sent to the acct mgr and also wants a follow up regarding this matter. cust. provided name, address and nbr.	05/29/02	5/26/02 Called customer to infom him that due to the holiday, there will be a few days delay in getting a complete resolution on this. Consulted with agent 4650. He was under the misconception that in relay mode we cannot give out our agt nbr. I informed him of the process of doing that. In garbling issue, our training dept is distibuting an update on the proper procedure to inform users of small portions of garble in a majority of readable text. 5/29/02 called customer at above nbr at 2:35pm to inform him of the above info. Reached TTy answering machine and left msg with above info, my call back nbr, and that I wld try to give him another call to catch him live without his machine. Done at 6:50 pm 5/29.
4676	05/23/02	21			

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.

o Microfilm, microform, certain photographs or videotape.

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