



The Public Utilities Commission of Ohio

Bob Taft, Governor

Alan R. Schriber, Chairman

RECEIVED & INSPECTED  
JUN 28 2002  
FCC - MAILROOM

Commissioners  
Ronda Hartman Fergus  
Judy A. Jones  
Donald L. Mason  
Clarence D. Rogers, Jr.

DOCKET FILE COPY ORIGINAL

June 26, 2002

Confirmed

JUL 01 2002

Distribution Center

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

Dear Ms. Dortch:

As required by CC Docket No. 98-67, please find enclosed the original and four copies of the Annual Complaint Log, Annual Summary, and Annual Tally Report for the State of Ohio's Telecommunications Relay Service from June 1, 2001 through May 31, 2002. Also enclosed is an electronic disk which contains the complaint log summaries.

The Consumer Services Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints concerning the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at [Elizabeth.Blackmer@puc.state.oh.us](mailto:Elizabeth.Blackmer@puc.state.oh.us).

Sincerely,

Elizabeth L. Blackmer  
Public Utilities Administrator  
Consumer Services Department

Enclosures

cc: Erica Myers, FCC, Consumer & Governmental Affairs Bureau  
Dan Shields, PUCO

No. of Copies rec'd 0  
List ABCDE



# Ohio Relay Service

## OHIO RELAY SERVICE June 2001 to May 2002



|                                    | SERVICE COMPLAINTS |           |           |           |           |           |          |           |           |           |           |          | TOTAL | PCT. |            |     |
|------------------------------------|--------------------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|----------|-------|------|------------|-----|
|                                    | Jun                | Jul       | Aug       | Sep       | Oct       | Nov       | Dec      | Jan       | Feb       | Mar       | Apr       | May      |       |      |            |     |
| #00 Answer Wait Time               | 1                  |           | 1         |           |           |           |          |           |           |           |           |          |       |      | 1          | 1%  |
| #01 Dial Out Time                  |                    |           |           | 1         |           |           |          |           |           |           |           |          |       |      | 2          | 1%  |
| #02 Didn't Follow Database Inst.   | 4                  | 4         | 4         | 4         | 1         |           |          |           |           |           |           |          |       |      | 23         | 3%  |
| #03 Didn't Follow Cust. Instruct.  | 4                  | 3         | 1         | 2         | 2         |           |          |           |           |           |           |          |       |      | 20         | 16% |
| #04 Didn't Keep Customer Informed  | 2                  | 2         | 2         | 2         | 3         |           |          |           |           |           |           |          |       |      | 18         | 14% |
| #05 Agent Disconnected Caller      |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 7          | 6%  |
| #06 Poor Spelling                  |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 8          | 6%  |
| #07 Typing Speed/Accuracy          |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 3          | 2%  |
| #08 Poor Voice Tone                |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 8          | 4%  |
| #09 Everything Relayed             |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 1%  |
| #10 HCO Procedures Not Followed    |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 7          | 5%  |
| #11 VCO Procedures Not Followed    |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #12 Two-Line VCO Procedure Not F   |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #13 Background Noise Not Typed     |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 4          | 0%  |
| #14 Feelings Not Described         |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 1%  |
| #15 Recording Feature Not Used     |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 1%  |
| #16 Noise in Center                |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 20         | 14% |
| #17 Agent Was Rude                 |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 3          | 2%  |
| #18 Problem Answer Machine         |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #19 Spanish Service                |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #20 Speech to Speech               |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 19         | 13% |
| #21 Other Problem Type Complaint   | 1                  | 2         | 3         | 3         | 2         | 1         | 1        | 1         | 2         | 1         | 2         | 7        |       |      | 145        |     |
| <b>TOTAL</b>                       | <b>16</b>          | <b>20</b> | <b>13</b> | <b>24</b> | <b>9</b>  | <b>9</b>  | <b>3</b> | <b>18</b> | <b>10</b> | <b>10</b> | <b>10</b> | <b>7</b> |       |      | <b>145</b> |     |
| <b>TECHNICAL COMPLAINTS</b>        |                    |           |           |           |           |           |          |           |           |           |           |          |       |      |            |     |
| #22 Lost Branding                  |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 2%  |
| #23 Charged for Local Call         | 1                  |           |           |           |           |           |          |           |           |           |           |          |       |      | 2          | 8%  |
| #24 Trouble Linking Up             |                    | 2         |           |           |           |           |          |           |           |           |           |          |       |      | 22         | 61% |
| #25 Line Disconnected              | 1                  |           |           |           |           |           |          |           |           |           |           |          |       |      | 2          | 5%  |
| #26 Garbled Message                |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 3          | 7%  |
| #27 Database Not Available         |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 2%  |
| #28 Split Screen                   |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #29 Other Technical Type Complaint | 1                  | 1         | 1         | 1         | 2         | 2         | 1        | 2         | 1         | 1         | 2         | 0        |       |      | 12         | 28% |
| <b>TOTAL</b>                       | <b>3</b>           | <b>3</b>  | <b>1</b>  | <b>2</b>  | <b>17</b> | <b>4</b>  | <b>4</b> | <b>3</b>  | <b>0</b>  | <b>4</b>  | <b>2</b>  | <b>0</b> |       |      | <b>43</b>  |     |
| <b>MISC COMPLAINTS</b>             |                    |           |           |           |           |           |          |           |           |           |           |          |       |      |            |     |
| #30 Rates                          |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #31 OSD                            |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #32 No 900 Number                  |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 0          | 0%  |
| #33 Carrier of Choice              |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 33% |
| #34 Network Recording              |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 33% |
| #35 Other                          |                    |           |           |           |           |           |          |           |           |           |           |          |       |      | 1          | 33% |
| <b>TOTAL</b>                       | <b>0</b>           | <b>1</b>  | <b>1</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>1</b> | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b> |       |      | <b>3</b>   |     |
| <b>TOTAL CONTRACT</b>              | <b>16</b>          | <b>24</b> | <b>16</b> | <b>26</b> | <b>26</b> | <b>13</b> | <b>8</b> | <b>18</b> | <b>10</b> | <b>14</b> | <b>12</b> | <b>7</b> |       |      | <b>191</b> |     |

**Attachment # 2**

**Summary Log for June 1, 2001 – May 31, 2002**

**Ohio Relay Service**

For the period of June 1, 2001 through May 31, 2002, Sprint processed more than 876,456 outbound calls on behalf of Ohio Relay Service, receiving a total of one hundred ninety-one (0.022%) customer complaints. All one hundred ninety-one 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 one hundred ninety-one complaints were escalated for action to the State of Ohio or to the Federal Communications Commission.

Complaint Tracking for Ohio

June 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|--|--------------------|---|
| 6400       | 06/01/01       | 4             | Was in the middle of a call, typing. Noticed that space bar was being hit like CA was trying to interrupt. TTY user stopped typing and waited for CA -got (person hung up last words relayed were GA). Tried verifying w/the CA what had happened, but CA had hung up already. I apologized to customer and said I would get the complaint to the correct supervisor so they could follow up w/CA. Customer does not want follow up call/letter.   | 06/07/01           | CA handled a voice/TTY call from cell phone. TTY user was typing while the CA received a red IB banner. CA tried to inform TTY customer that IB caller and disconnected for unknown reasons. The spacebar was pressed by CA trying to inform TTY user before line automatically disconnected on the OB caller. CA was unable to explain any further details because TTY user was OB customer and line disconnected automatically. |
| 8662       | 06/12/01       | 4             | Agent was rude - sent ALT 5 several times. Never gender caller. Then CA sent wrong macro that said "ur msg left". Agent never responded and then hung up.  | 06/13/01           | Apologized to customer and told would document incident and make sure to follow up w/CA. No such agent.   |
| 8662       | 06/12/01       | 4             |  |                    |   |
| 8662       | 06/12/01       | 17            |  |                    |   |
| 8662       | 06/12/01       | 21            |  |                    |   |
| 8662       | 06/12/01       | 25            |  |                    |   |
| 3063C      | 06/13/01       | 3             | Customer told agent before dialing that if an ans mach picked up she would voice her msg. Agent did not allow her to voice her msg the 1st time and had to redial and prompt the customer to voice her msg. Agent told customer her msg was left. Customer called her party later and found that they never received any msg from her. Customer wondering if some technical problems w/equipment. CS told her they were unaware of any problem and that it is possible there was some problem w/the ans mach itself. Apologized to customer for inconvenience this may have caused her. Informed customer complaint would be documented and forwarded to ctr where agent located so supe can investigate matter further. | 06/18/01           | Agent really doesn't remember call. She thinks msg already hung up in real time. The record feature was already over and they hung up before she could redial.  |
| 3063C      | 06/13/01       | 18            |  |                    |   |
| 8667       | 06/18/01       | 5             | Customer very upset CA hung up on her while in the middle of talking to CS ordering from a catalog.  | 06/21/01           | Supervisor told customer that the info given would be forwarded to the agent's supervisor. CA said she has never hung up on a customer. Must have wrong CA number.  |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|--|--------------------|---|
| 8673       | 06/24/01       | 3             | Gave CA number to dial, CA didn't relay anything, didn't keep VCO informed. CA typed msg left & VCO didn't even give the CA a msg to leave when VCO asked what was going on, CA just kept typing & interrupting her. Kept typing SKSK.   | 06/24/01           | I apologized for any inconvenience & assured her that this was being documented and that the appropriate actions would be taken. Thanked her for taking the time to let us know of this problem. CA is new. Was confused & hit wrong key. She knows next time to get supe for assistance.   |
| 8673       | 06/24/01       | 4             |  |                    |   |
| 8677       | 06/27/01       | 5             | Customer complained that CS hung up on him 3 times previous to this complaint. Said prior to 3rd hang up that he did get agent #3202 on last call and they hung up on him also. Customer says his nbr is 937 xxx xxxx but is showing up as an IN # at 317 xxx xxxx. When he makes local calls, Relay says it is LD. Customer asked if any other person he could contact. Gave customer my name (Frank) as contact here at OH Relay & gave AM name & nbr. Told customer that this would be documented & faxed to CS | 06/29/01           | AM had been communicating w/customer via email regarding issue w/University techs and customer is pleased w/cooperation of AM following up for resolution of problem. The investigation determined that the problem is related to the university's PBX. 9/26: AM got a note from customer stating everything is working fine right now. |
| 8677       | 06/27/01       | 17            |  |                    |   |
| 8677       | 06/27/01       | 23            |  |                    |   |
| 8677       | 06/27/01       | 29            |  |                    |   |
| 8678       | 06/27/01       | 1             | CA didn't dial right away. CA started dialing w/out knowing what it is. For example: He gave credit card # & CA tried to dial out w/that nbr. When, after dialing - their typing (CA's) is all gibberish. Had a lot more complaints but his fingers were getting tired.  | 06/29/01           | Thanked him for bringing this to our attention & apologized for any inconvenience he had. Also he wanted a written reply & I transferred him to CS for that request.  |
| 8678       | 06/27/01       | 3             |  |                    |   |
| 3132D      | 06/28/01       | 4             | Customer received a call on ans mach. Relay typed ORS Agent 8773F with a call and then it stopped. CS explained that no records are kept of calls so we would not be able to track call. Explained that most likely, the person calling decided not to leave a msg and opr hung up after sending announcement. Told him complaint would be documented & forwarded to call ctr where agent is located so supe could look into it further. Customer would like follow up call from supe.                             | 06/29/01           | CA is new. She was confused. I coached her on this. She will get assistance from now on.  |

Complaint Tracking for Ohio

July 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 8680       | 07/02/01       | 21            | Customer was typing during ASCII roll - two times. Was not waiting for greeting macro and was upset and then refused to give calling to nbr. Made general complaint that OH Relay & Sprint are giving very poor service and always has problems w/computers and CAs are not able to see nbr calling to.   | 07/02/01           | Apologized to customer two times and tried to explain that it was computer that did not pick up TTY tones while customer was typing. CA did everything per procedure. Finally got customer calmed down, gave calling to nbr and CA placed call w/o incident.  |
| 9100       | 07/02/01       | 6             | TTY user stated that they are a hearing person. The agent typed a lot of X's and also typed out cerqaaaaaaa as a long word.   | 07/02/01           | I explained to the TTY user when they need to say anything to the CA to use parenthesis. I also apologized to the TTY user for excessive X's used on the agent's part and also the long word used by the CA. The TTY user felt that the CA had an attitude and should be put on first warrant then 2nd suspended and 3rd fired. I advised the TTY user that I would forward this concern to CS. The agent was coached on importance of spelling accurately. |
| 9100       | 07/02/01       | 7             |   |                    |   |
| 8681       | 07/02/01       | 11            | Agent did terrible job w/my call. I had to repeat the nbr 3 times, she kept asking me for the nbr. When the call was put thru, she was very slow and just did a terrible job. I apologized to customer for the service received on this call and assured her info would be passed to agent's supervisor and to Training Mgr. for additional training. Customer would like follow up call from AM.   | 07/02/01           | Agent is new graduate. Met w/her at time of incident, she admits she is uncomfortable w/VCO. I advised her additional training was needed and placed a mentor w/her for remainder of her shift. Told her she must ask for assistance when she feels uncomfortable. Referred to trainer for added training.  |
| 3178D      | 07/05/01       | 35            | Voice customer upset that when dialing into ORS from work and also when she called our CS nbr, she gets TTY tones. CS tried to explain that ORS & CS only have one nbr for both TTY users & voice users. Customer kept interrupting and would not let CS explain that she was calling from a home nbr, we could brand it as voice to eliminate that, but she said she only calls from work. I explained she should wait till the tones are done and a voice opr will answer. Customer would like call back from AM. Apologized to customer & thanked her for calling. | 08/02/01           | AM called on 8/2 and tried to leave a msg on customer's voice mail. The receptionist who answered the phone hung up on AM couple times. Tried to get thru - receptionist refused. So AM asked hearing person from front desk to call directly for her and leave a msg on customer's voice mail.   |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|--|--------------------|---|
| 8684       | 07/06/01       | 5             | CA asked what #, TTY told him to hold, they had to check to see if # was right. CA did not hold. TTY thinks CA hung up on them.  | 07/09/01           | Apologized for inconvenience they had and assured them that everything was being documented. The CA would be made aware. Thanked them for taking time to let us know about the situation. Met w/agent & agent was confused on policy of holding for nbr to call. He assumed after 3 mins he was authorized to disconnect. Coached him to never disconnect w/o supervisor approval. Request supervisor after 3 mins. |
| 8685       | 07/06/01       | 4             | Did not announce to VCO GA. Did not let customer know ringing had happened several times.  | 07/13/01           | Told customer sorry for the inconvenience. The call has been documented and CA will be coached. CA remembered VCO was already talking when she opened the line, said entire call was difficult because VCO was not waiting for the GA. VCO would not have gotten the announcement or the ringing if she was talking during that time. CA is very familiar w/ VCO process.   |
| 8688       | 07/09/01       | 3             | Said CA did poor job of relaying. OB told TTY to hold a min, TTY told CA to tell them ok. Then OB kept asking was he still there. Said Relay never answered him, that TTY said ok. OB asked about 3 times. TTY asked CA what are you doing, why are you not answering a reply to the OB? | 07/09/01           | Apologized for any inconvenience they had and assured them everything they told me was being documented. I thanked them for bringing this to our attention & assured them the CA would be notified about their actions. No CA assigned to this #.   |
| 8688       | 07/09/01       | 4             |  |                    |   |
| 3200D      | 07/10/01       | 11            | Agent typed to customer that they were going to receive a VCO to VCO call and call never went thru. CS thanked customer for letting us know and assured her that her concern would be turned in for further investigation.   | 07/15/01           | Agent does not feel comfortable w/VCO to VCO. Reviewed procedures w/opr & sorry for any inconvenience to customer.  |
| 8689       | 07/10/01       | 6             | CA cannot spell, misses words. Did not process VCO to ans mach properly. Asked for supervisor and CA told me no way to get one and told me to call back. Also has problems getting msgs from her TTY ans mach.   | 07/11/01           | Apologized and assured info would be given to agent, supervisor, trainer & AM. Customer wants follow up call from AM. Added to CDB notes to instruct agents not to type ans mach msg, allow VCO msg 1st time. Added notes instructing agent to hold thru customer's voice ans mach as customer advised TTY ans mach activates after voice ans mach.   |
| 8689       | 07/10/01       | 18            |  |                    |   |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|--|--------------------|--|
| 8690       | 07/14/01       | 24            | Voice caller complaining that after certain time of night when he calls into relay as a voice line, he only gets TTY tones for about 30 secs before reaching an agent.   | 07/16/01           | Apologized to customer & informed would pass on to the tech about why this happens or check into why it happens. TTY filled out. No customer info for follow up. Tech resolution: Customer's nbr on ticket is not valid nbr. Informed GMs & AMs to keep eye for customer in event customer calls back.                               |
| 3255D      | 07/18/01       | 29            | Voice customer says Relay OH is not answering when dialing 1 800 750 0750. She gets TTY tones and it never switches over to a voice opr. Six times TTY tones kept repeating but no one answered. Finally phone just disconnected. CS apologized and rebranded line as voice user. Added voice user to CDB notes and asked customer to try again. Customer called back and said nbr still not working. CS apologized again and entered TT#04022989.   | 07/24/01           | Tech did follow up on TTY and she checked the handling - it was branded voice. Also made some test calls and they came in as voice. AM called customer on 7/24 and left msg on her voice mail.   |
| 8697       | 07/21/01       | 3             | TTY user upset that CA outdialed before TTY user could finish typing instructions and giving the GA.   | 07/26/01           | ACU apologized for inconvenience. CA apologized - TTY user typed nbr and did not give GA for 2 min - CA began typing. Coached - will wait for the GA from now on.  |
| 3274D      | 07/23/01       | 4             | Customer comments: I keep having this same problem mostly w/the agents at the Dayton call ctr, nbrs begin w/8. Today CA 8617 or 8612 did not let me know whether the caller had hung up at the end of the call or not. I always end my calls by saying "hang up now pls unless you have more to say". Then the CA just typed GA so I do not know who is saying GA, whether it is the person on the line or the CA. So then I ask the CA if the person hung up—but get no response. They do not let me know when the person disconnects and just leave me hanging on the line. I think they should train the CA's better to let the customer know at the end of the call whether the person has hung up or not. CS thanked the customer for taking the time to call and let us know. I apologized for the inconvenience and told her I would send this report to the AM and they would let the TM know. | 07/25/01           | Faxed to OH call ctr and sent copy to AM as a matter that may need to be addressed by the Training Dept. Sprint is unable to offer resolution because there is no CA number and not able to follow up. However, shared the information with the centers.   |
| 8701       | 07/23/01       | 17            | Voice person has received & knows about Relay calls. Voice person was referring to TTY in 3rd person by accident. CA was rude and said would you talk to me that way on the phone?   | 07/24/01           | Thanked customer for calling & assured her everything was being documented. I apologized for the treatment she received. CA said she told the voice person to direct their questions to the TTY user and do not talk to her. The voice person may have thought that was rude. She apologized and will be more careful in the future. |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|--|--------------------|--|
| 8698       | 07/23/01       | 3             | VCO came on line & asked CA to get a supervisor. CA responded "what nbr r u trying to dial" and VCO repeated herself. CA responded "you want DA" and after 3 times the VCO insisted to speak w/a supervisor - finally CA 8705 put up assist flag. CA 8705M was the 3rd CA that did not know how to process VCO call.   | 07/25/01           | Supervisor apologized for her poor service that she received & assured her that all 3 CA's will be documented. Fulfilled her request for a different CA to finally place her call. Met w/agent. Agent advises VCO was difficult to understand and asked her to repeat until agent understood that VCO wanted a supervisor. ASA request was understood supervisor was notified. Agent apologized for inconvenience to VCO user. |
| 8698       | 07/23/01       | 17            |  |                    |  |
| 8699       | 07/23/01       | 3             | CA came on line & VCO responded w/the phone nbr she wanted dialed. CA did not dial the nbr. Said/typed nothing...did not dial nbr...nothing... VCO customer hung up.   | 07/27/01           | Apologized to customer for poor service & fulfilled her request for different opr. (after calling Relay again) CA does not remember - VCO might not have been branded. She apologizes and will watch for this next time.   |
| 8700       | 07/23/01       | 11            | VCO came into Relay w/nbr to dial and CA did nothing, did not type, nothing. It was obvious that this CA does not know VCO calls. This was my 2nd CA today that could not process VCO calls.   | 07/24/01           | Supervisor apologized to customer and assured her that CA was being documented. Met w/CA and she admitted not knowing how to process call. Was confused on how to close ALT V so that she could type to VCO customer. Reviewed process w/her and now she feels more confident that this will not happen again.   |
| 8704       | 07/25/01       | 24            | Voice person said calls keep coming in on TTY. When doing a call, CA did not give correct info. Did not give the caller's name & whole text was not completely given. She has no idea what person was talking about.   | 07/16/01           | Thanked her for bringing this to our attention & assured her that this was being documented. Coached agent to relay everything that customer types to agent.   |
| 8705       | 07/25/01       | 5             | Said that the CA assumed that he was done making calls and said that line is busy bye and disconnected. Voice said he had several other calls to make.   | 08/01/01           | Thanked him for bringing this to our attention & assured him that this would be documented. Agent coached regarding waiting for person's response after saying that the line is busy.  |
| 3313D      | 07/28/01       | 21            | Caller reports that it takes agents too long to ask him to repeat due to garbling. Customer also feels that because some agents cannot speak English clearly it is causing communication problems for customers of Relay. CS apologized for problems experienced and informed complaint would be documented and sent to AM. Advised in future would be best to document agent ID nrs so situation can be directly addressed. | 08/06/01           | No agent ID nbr for follow up. Reviewed and case closed.   |

Complaint Tracking for Ohio

August 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|--|--------------------|---|
| 3344D      | 08/05/01       | 17            | Customer upset that during a Relay call she asked agent if the other person was still there, and if it was her turn to speak. Agent did not answer her and eventually told the customer the agent was not a part of the conversation. Customer thought the agent was rude and could not answer the simple question. I thanked the customer for calling and apologized if she thought the agent was rude. I did explain that the agents cannot get involved in conversation and unless they have said the person hung up, the other party is still on the line. I told her I would document her concern and would forward it to the agent's supervisor. | 08/12/01           | Voice person kept trying to get CA involved in conversation. CA kept telling them the transparency statement. He feels he was following the rules. Next time will call supervisor over for assistance.  |
| 8714       | 08/07/01       | 11            | CA goofed up business call. Customer gave instruction of whom to ask for and everything at a business, but CA didn't give customer any info other than person hung up. Said CA didn't seem to get VCO procedures.  | 08/09/01           | Took info for referral to mgr. and assured customer this was being documented and forwarded to the CA's mgr. for additional help on issue. CA is new and will be coached on VCO procedures.   |
| 8716       | 08/08/01       | 33            | Customer had complaint concerning the problem of connecting w/ATT - she was going to be using a calling card.  | 08/15/01           | Thanked customer for reporting difficulty & let them know it was being investigated and reported. Offered they could try using the calling card or we would transfer to CS for further assistance. CA got assistance from supervisor - TTY user hung up while supervisor was assisting on call. |
| 3362D      | 08/09/01       | 29            | Complaint regarding cell phone - calls thru Relay do not go to voice mail, instead, after 4 rings, the Relay opr connects w/o anyone answering the line. CS apologized to customer for problem and entered TT#04109941.  | 08/10/01           | Tech talked w/customer and made some test calls. Customer will take phone back to Nextel & get another phone. They will test new phone for same problems. Tech determined that there is no way that it can be our system.   |
| 8717       | 08/09/01       | 4             | VCO said CA was having difficulty w/processing VCO call. CA did not keep either VCO or OB informed, never came back on line at all.  | 08/13/01           | Apologized for inconvenience & assured her this would be documented & CA informed of VCO procedures. Also thanked her for bringing this to our attention. Agent does not recall any problems w/VCO calls on this date. Agent is experienced and very familiar w/VCO procedures.                 |
| 8717       | 08/09/01       | 11            |  |                    |   |
| 3368D      | 08/10/01       | 2             | Customer reports that he asked the agent to dial a nbr and get a live rep on line. Customer also has notes - do not type options, hold for live person. Agent dialed nbr, typed recording & disconnected w/o getting rep on line. CS apologized for difficulty and told him this would be documented and forwarded to call ctr where agent is located for coaching w/supervisor.   |                    | Agent is no longer employed.  |
| 3368D      | 08/10/01       | 3             |  |                    |   |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|--|--------------------|---|
| 8720       | 08/15/01       | 21            | Customer frustrated concerning the hanging up and redialing to the automated option lines and also said many CA's seem to stall on calls and not type (too much waiting). Customer was not complaining about the CA that took this call.   | 08/15/01           | Gave brief explanation concerning the new automated option lines and how when one option leads to another recorded option, CA must type that one out, wait for customer's response then redial to enter the info. Also let customer know to document CA's nbr on calls where they are having a problem w/stalling other than recording. |
| 9633       | 08/15/02       | 05            | Customer stated that agent disconnected the call when he asked him to dial out the call.   | 08/15/02           | Follow up given and appropriate action taken w/ca.  |
| 8721       | 08/17/01       | 21            | CA had put in his nbr in on a recording w/o asking customer's permission. Tried to explain that I would take the info and the CA would be coached. Customer did not like that explanation and asked for CS and was transferred.  | 08/20/01           | CA realizes that she should not take phone nbrs out of calling from banners. Must type options to allow customer choice. Has been coached & is now informed about proper calling procedures.  |
| 8719       | 08/20/01       | 9             | CA typed horrible & misspelled lot of words.   | 08/20/01           | CA does not remember this customer, but will be more careful of her typing.   |
| 8723       | 08/20/01       | 17            | CA was very rude, bad attitude, caller is hearing impaired and CA breathed very disgustedly when she had to repeat caller. She has used Relay for 9 yrs and never had bad CA before. I apologized and told her a report would be made.   | 08/22/01           | Spoke w/agent concerning rude attitude. Said in future, she will watch her words & tone. Apologized for situation.  |
| 3440D      | 08/24/01       | 21            | Customer is an interpreter and regular OH Relay Service customer and is upset the Sprint is hiring CA's that cannot speak clear English. Has been having more and more calls that he is not able to understand what CA is saying. Sprint Relay is in the communication business and this issue needs to be addressed. I missed approximately 1/4 of call because of agent's very strong foreign accent. He had also received a msg left on his ans mach the other day and couldn't even understand CA's nbr as well as msg. CS apologized to customer and assured him that this complaint would be turned in to the appropriate source. Thanked him for letting us know. | 08/28/01           | Although CA 8777 does have an accent, it normally does not impede the call process. I have personally surveyed this CA on several occasions and have found I am able to understand and process info that this CA communicates orally to customers.  |
| 8725       | 08/27/01       | 5             | VCO user called at midnight into ctr and CA did not respond & hung up.   | 08/30/01           | Apologized for inconvenience & assured her everything was being documented & thanked her for bringing this to our attention. CA is new - waited 3 mins and called supervisor over to document nbr. CA thinks customer might have disconnected.  |

Complaint Tracking for Ohio

September 2001

| #    | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution      | Explanation of Resolution  |
|------|----------------|---------------|---|-------------------------|--|
| 8731 | 09/04/01       | 06            | Poor typing and did not identify themselves to outbound customer or inbound customer. Also took long time for CA to identify themselves when IB customer (VCO) asked for their number. Apologized to customer and told them would document complaint and follow up with CA for proper coaching.   | 09/05/02                | Appropriate action take w/ca.  |
| 8731 | 09/04/01       | 07            |   |                         |  |
| 8731 | 09/04/01       | 21            |   |                         |  |
| 6525 | 09/05/01       | 17            | Caller complained that agent was very rude. Caller was using a help line and agent 6164 did not relay all information verbatim such as ER phone nbr to call back.   | 09/07/01                | Reviewed w/CA. Agent was coached on importance of typing complete message and being polite. No follow up necessary.  |
| 6525 | 09/05/01       | 21            |   |                         |  |
| 8732 | 09/05/01       | 17            | Both voice & TTY wanted to complaint in regards to this CA. They felt CA was very rude, impatient & used a negative tone of voice w/voice person. The voice line is a mental health line for crisis intervention and voice person must frequently either hang up or place caller on a continued (hold pattern). Upset the TTY user.   | 09/07/01                | ACU apologized for any inconvenience & told voice & TTY complaint would be passed on. Agent's supervisor met w/agent & did review and determined agent was not at fault.   |
| 5145 | 09/07/01       | 22            | Customer had to place a 3 way call to reach OH Relay, having trouble reaching OH Relay. Also having trouble reaching CS when calling from own nbr. She wanted her phone branded that nbr's both hearing & deaf family. Switch to TTY immediately if answered by voice line, but no response. Switch to voice if answered TTY, but no typing. Has been branded before. Branded 239 nbr today, but customer wants 236 nbr branded. Would like CS to call. | 09/28/01                | Unable to reach customer at nbr given. Reviewed CDB note entry procedure w/CA.   |
| 5145 | 09/07/01       | 29            |   |                         |  |
| 8733 | 09/07/01       | 07            | CA 8922F could not keep up the phrases voice person was speaking could not remember more than 4 words at a time, kept having customer repeat, repeat. Customer would then lose track of what he was trying to convey. Agent was polite he told supervisor, but just very slow.  | 10/12/2001<br>9/13/2001 | Assured customer his info would be forwarded to CA's team leader for additional coaching/training. Thanked customer for taking the time to report.<br>Met w/CA she had to use continuous pacing because person was talking too fast. When voice had to repeat, he repeated at same speed, he would not slow down and she was trying to relay all info. CA has a good typing speed. I informed her if she continues to have problems w/pacing to ask for supervisor assistance to help with the call. |
| 8736 | 09/12/01       | 3             | Did not keep customer informed. Told customer was no answer after it rang 3 times. It is a recorded line. CA did not type recording. Requested CA to call back. 2nd time was busy. Requested CA to call back again. CA hung up on customer.   | 09/12/01                | AM apologized to the customer. We would coach the CA and find out why this happened.   |
| 8736 | 09/12/01       | 4             |   |                         |  |
| 8736 | 09/12/01       | 15            |   |                         |  |
| 8736 | 09/12/01       | 21            |   |                         |  |

Complaint Tracking for Ohio

| #     | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|-------|----------------|---------------|---|--------------------|---|
| 8738  | 09/13/01       | 2             | Did not follow CDB notes.   | 09/13/01           | Spoke w/CA and CA admitted mistake of habit of typing everything heard - wanted customer to know who they had called and that they were holding. Did not type entire recording, just beginning. CA will pay attention and make sure she follows CDB notes verbatim in future. Apologized to the customer. I told her we would speak to the CA right away and see why that didn't happen.  |
| 9172  | 09/20/01       | 4             | Customer stated that agent didn't send ringing macro and also asked for wrong name, so voice party hung up. Secondly, after redialing still didn't send ringing macro and wrong name after customer spelled name to agent. Agent repeatedly typed a lot of XXX's and also misspelled.   | 09/25/01           | Spoke to agent about this complaint and agent stated that she did follow proper call procedure but customer was a VCO user and she couldn't understand that name that the VCO user said. Agent also stated that she didn't send the ringing macro because the phone didn't ring, the OB picked up phone before it rang. Agent stated that she made 3 typos and the X's are automatically sent when you backspace to correct mistakes. A member of QA Dept, during this particular call, was monitoring agent. It was verified that the agent did follow proper call procedures, the phone was answered before it rang, the VCO user was unclear when saying the requested party's name and there were only a few typos. |
| 9172  | 09/20/01       | 6             |   |                    |   |
| 8741  | 09/21/01       | 3             | CA refused to get female CA & get supervisor, then hung up on customer.   | 10/01/01           | Customer asked for supervisor four times. Because of delay w/assist, customer became frustrated. CA gave customer 4 options: 1) would you like to hold; 2) would you like to continue until female is available; 3) be transferred to CS or 4) hang up to redial into Relay to try to reach a female.   |
| 8741  | 09/21/01       | 5             |   |                    |   |
| 3096E | 09/25/01       | 7             | TTY user reported agent was slow in response. Asked if agent new and long pause and then agent requested nbr dial? TTY user asked why agent wouldn't tell her because the point is that TTY user is trying to help her for her benefit and she refuses and hung up on TTY user. CS apologized for problem and advised complaint would be forwarded to supervisor. | 09/25/01           | CA called supervisor over. TTY user was trying to get CA involved in conversation. Took awhile for OB to disconnect. TTY user became anxious and wanted CA to talk to him.  |
| 3096E | 09/25/01       | 17            |   |                    |   |

Complaint Tracking for Ohio

| #     | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|-------|----------------|---------------|--|--------------------|---|
| 3101E | 09/26/01       | 17            | Customer called to say agent was extremely rude.   | 10/01/01           | Documented on call verification log, CA was waiting for TTY to respond, voice person would not be patient to wait for TTY, CA informed of not able to participate in conversation. Said he did respond w/"if you would just listen". Supervisor was present because of problems and said CA was not rude to customer.   |
| 8743  | 09/26/01       | 5             | VCO user was talking to her sister and OB said they needed to go. VCO said ok bye - there was no response from CA that person hung up and no response back to VCO user. VCO thinks the CA just hung up on her because there was no indication of anyone being on the line. Also said that during call, the typing seemed very slow, everything appeared to be relayed but call moved slowly. Supervisor apologized to customer for the possible disconnect from the CA and informed complaint was documented & would be followed up. | 09/28/01           | CA apologized for missing the nbr the first time & asked VCO to please repeat nbr. VCO became agitated that she had to repeat nbr. CA said she did not hang up on VCO. VCO hung up on her. CA was hesitating when responding and is very sorry that this happened. Will call supervisor next time.  |
| 3106E | 09/27/01       | 3             | Customer complaining that agent interrupted him 4 times before he gave GA. Customer stated that it was very important that agent did not announce Relay. Agent outdialed before he was finished giving his instructions. While he was making his complaint to supervisor, he was disconnected. CS apologized for problem and suggested he try call again.  | 09/27/01           | Spoke with sup Henry regarding this complaint. Sup stated that he went to assist 9064 w/ call. Informed customer that his complaint would be followed up by the QA dept. Customer requested I complete the rest of his call. As I began the call I had trouble w/ my headset, I informed the customer of this. I got another headset and started the call and the customer disconnected. I talked w/ the agent, she said the customer typed very slow and the agent was under the impression that the customer had finished typing. Agent was confused when customer typed GA because they did not realize the customer was typing a word not just GA. Informed agent that she was to always wait for the GA before assuming the customer was finished. Agent understood and agreed to follow proper procedures. Agent will be closely monitored to make sure she is following the proper procedures. |
| 3106E | 09/27/01       | 5             |  |                    |   |

## Complaint Tracking for Ohio

October, 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|--|--------------------|---|
| 3118E      | 10/01/01       | 29            | Customer tried to call the new 711 for Ohio Relay two times this morning and it rang three times, then disconnected. CS thanked the customer for calling and explained to her that AM for Ohio had contacted us early this morning to inform our dept that she had a problem reaching 711. CS rep told the customer that we were aware of some difficulty connecting to &!! and that we were working toward getting the problem resolved as soon as possible. In the meantime she can still connect to Relay Ohio using the 800 nbr. I apologized for the inconvenience and the customer said that she was very patient and it was no problem. TT # 04315114 was entered as instructed by force on any problem with dialing 711.         | 10/12/01           | AM spoke with Ameritech and they made an error. They fixed the problem.   |
| 8749       | 10/01/01       | 17            | Voice customer from DR's office asked CA to dial patient. Patient didn't answer home nbr so customer asked CA to dial patient's work nbr. CA stated that it was rude to dial this person at work. (CA thought microphone was muted). CA was talking to another CA who then stated it is stupid to call someone's work. Then customer replied oh you think it is rude huh? CA was shocked that customer had heard their statements. Customer was extremely upset at the 2 CAs. The customer asked for CA's name. CA gave her nbr and then customer hung up and called back to report the CA. Apology was accepted by the customer from the Team Leader.   | 10/10/01           | CA says that customer heard conversation of other CA's sitting behind her. CA was confused that customer was upset with her. Then she realized that customer may have heard the other CA's. All CA's will be coached not to talk on calls and be careful talking so loudly. |
| 3123E      | 10/02/01       | 29            | Customer is calling from work and nbr appears on terminal as a wrong nbr. Customer has been trying to place local calls today and yesterday and keeps getting all circuits are busy message. Customer had not agent nbrs to provide. Customer told me two nbrs they are trying to reach. I tried calling the nbrs through my terminal and desk phone and got through fine. However when I tried calling through OH Relay I reached agent 8518F and got the same all circuits busy recording. I thanked the customer for calling and let her know that I would enter a TT to the Tech. she said it was ok to call her also if needed. I entered TT 04320200 to OH tech since I had same problem with OH agent. emailed AM for resolution. | 11/05/01           | Spoken with the customer and she's pleased with the follow ups. She will keep me posted if she has the same problem again. The customer is satisfied.   |
| 3137E      | 10/03/01       | 24            | Could not reach Ohio relay nbr and 711 was busy. I apologized and explained to caller that Ameritech was aware of the problem and working to correct it per information received in Sprint Relay CS.   | 10/03/01           | Ameritech's problem with lines and they were aware of the problem.  |
| 3138E      | 10/03/01       | 24            | Could not reach Ohio relay nbr and 711 was busy. I apologized and explained to caller that Ameritech was having a major problem with their lines and was affecting certain areas nationwide. Informed caller that Ameritech was aware of the problem and working to correct it per information received in Sprint Relay CS.  | 10/03/01           | Ameritech's problem with lines and they were aware of the problem.  |
| 3139E      | 10/03/01       | 24            | Could not reach Ohio relay nbr and 711 was busy. I apologized and explained to caller that Ameritech was having a major problem with their lines and was affecting certain areas nationwide. Informed caller that Ameritech was aware of the problem and working to correct it per information received in Sprint Relay CS.  | 10/03/01           | Ameritech's problem with lines and they were aware of the problem.  |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 3140E      | 10/03/01       | 24            | Could not reach Ohio relay nbr and 711 was busy. I apologized and explained to caller that Ameritech was having a major problem with their lines and was affecting certain areas nationwide. Informed caller that Ameritech was aware of the problem and working to correct it per information received in Sprint Relay CS. | 10/03/01           | Ameritech's problem with lines and they were aware of the problem.  |
| 3141E      | 10/03/01       | 24            | Could not reach Ohio relay nbr and 711 was busy. I apologized and explained to caller that Ameritech was having a major problem with their lines and was affecting certain areas nationwide. Informed caller that Ameritech was aware of the problem and working to correct it per information received in Sprint Relay CS. | 10/03/01           | Ameritech's problem with lines and they were aware of the problem.  |
| 3130E      | 10/03/01       | 24            | Customer is unable to reach OH relay, never gets answered.  | 10/03/01           | CS rep thanked customer for calling and told her there were problems with customers in IL and OH not being able to dial 800 nbrs. I suggested she try 711 to see if that will work. I apologized and told her the problem is being worked on and hopefully would be corrected soon. |
| 11732      | 10/03/01       | 24            | 711 access not working  | 10/03/01           | Thanked customer for calling and explained that all 800 numbers were down and Ameritech is currently working on the situation. PUCO has been notified. Are working to resolve the situation as quickly as possible. Customer was pleased  |
| 11733      | 10/03/01       | 24            | 711 access not working  | 10/03/01           | Left a message, customer not at home. Thanked customer for calling and explained that all 800 numbers were down and Ameritech is currently working on the situation. PUCO has been notified. Are working to resolve the situation as quickly as possible.                           |
| 11734      | 10/03/01       | 24            | 711 access not working. Old number not working either   | 10/03/01           | Wyndtell the customer. Thanked customer for calling and explained that all 800 numbers were down and Ameritech is currently working on the situation. PUCO has been notified. Are working to resolve the situation as quickly as possible.  |
| 11735      | 10/03/01       | 24            | 711 access not working.   | 10/03/01           | Wyndtell the customer. Thanked customer for calling and explained that all 800 numbers were down and Ameritech is currently working on the situation. PUCO has been notified. Are working to resolve the situation as quickly as possible.  |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|---|--------------------|--|
| 11736      | 10/03/01       | 24            | 711 access not working. Old number not working either   | 10/03/01           | Wyndtell the customer. Thanked customer for calling and explained that all 800 numbers were down and Ameritech is currently working on the situation. PUCO has been notified. Are working to resolve the situation as quickly as possible.   |
| 11737      | 10/03/01       | 24            | 711 access not working. Old number not working either   | 10/03/01           | Wyndtell the customer. Thanked customer for calling and explained that all 800 numbers were down and Ameritech is currently working on the situation. PUCO has been notified. Are working to resolve the situation as quickly as possible.   |
| 11738      | 10/03/01       | 24            | 711 access not working. Old number not working either   | 10/03/01           | Wyndtell the customer. Thanked customer for calling and explained that all 800 numbers were down and Ameritech is currently working on the situation. PUCO has been notified. Are working to resolve the situation as quickly as possible.   |
| 8751       | 10/04/01       | 26            | Voice customer states when receiving calls from VCO person that user is not responding when given the GA. Voice customer gave sup number of VCO person. Sup called VCO person and they said they must be having equipment problems because they cannot transmit and conversation is garbled also  | 10/04/01           | Sup told voice customer they would document the complaint and submit it to customer service. Also told VCO user they should have someone contact CS and have their equipment checked ASAP  |
| 8754       | 10/12/01       | 4             | Customer was upset because CA had left message for TTY user and never let TTY user know if message had been sent prior to SKSK and disconnecting. Apologized for any inconvenience and thanked customer for reporting it. Let them know that the info would be forwarded and the another CA would be glad to place the call for them.           | 10/16/01           | CA does not recall ever just disconnecting a call but will be careful to make sure not to hit any wrong buttons. Said she always waits for the banner before pressing any keys to disconnect the line.   |
| 8754       | 10/12/01       | 5             |   |                    |  |
| 8757       | 10/18/01       | 5             | Customer states that this agent was placing a call for them to Fed Ex while giving the tracking number the agent hung up the call in the middle of the call. Which was not right for them to do. Assured the caller that the CA they had should have put the call through and stayed on the line, and apologized for any inconvenience to them. | 10/19/01           | Agent does not recall this particular call. Agent informed me he does remember experience tech difficulties during this time frame. He informed me that a call was accidentally disconnected because the modem fell which caused the call to drop. Explained to the agent if something like this happens a sup needs to be told and a feedback form needs to be filled out. QA dept will monitor this agent. |

### Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|---|--------------------|--|
| 8756       | 10/18/01       | 3             | Customer states that they do not like the male agents and that this one was not paying attention to their typing. Customer said they gave instructions to CA and that had to repeat what they typed when Outbound answered the phone. Customer said there were long pauses when outbound person answered their messages. Apologized to customer and assured them this CA would be coached.  | 10/18/01           | CA said customer did not have any notes nor did they type instructions before the call. TTY user was very slow typist and CA was doing best they could with a very busy person not pacing themselves.  |
| 8761       | 10/20/01       | 4             | Customer stated that this CA dialed the number and typed (recording playing) but did not type what the recording said. Customer asked what the recording said and CA redialed without sending the Marco or asking if the customer wanted it redialed. Then when the phone rang 1...2...3...silence. No typing from the CA for at least 1 min then when the customer asked what's going on? CA hung up on them. Apologized to the customer and told them we will follow up on this.  | 10/29/01           | The agent was monitored and corrective action was taken.   |
| 8761       | 10/20/01       | 5             |   |                    |  |
| 3239E      | 10/24/01       | 21            | Customer says this agent caused a lot of confusion on their call to the cab company. Agent told customer that it was a recording and they were holding for next live person...then typed Hello (M) and then said they hung up. When customer tried to clarify what happened by asking if the person was on the phone or did they hang up the agent just responded yes. Customer asked again if man was on phone and agent said yes even though no one was on line. Thanked customer for letting us know and apologized for the confusion that this had caused her and assured her that we would turn in the complaint so that it could be investigated further. | 10/30/01           | CA does not remember this call and says that cab calls are difficult. Coached CA on keeping the customer informed.   |
| 8765       | 10/27/01       | 24            | Customer having problems linking to relay and get several busy everyday. Also getting no response from relay when answers phone by saying VCO GA. Very nervous and upset. Wants immediate response from CS. Apologized for the customer's inconvenience and told her I would document the issue and send it in ASAP. TT # 04443342  | 10/30/01           | Tech and supervisor tried many times to call customer to do some test calls and we were unable to find her home to try and locate the problem.   |
| 8766       | 10/30/01       | 21            | TTY Customer wanted to know if this agent had a foreign accent because the voice person was unable to understand the agent and by the end of the call the customer felt dumb because the call was so rough. Apologized to the customer and informed him that we would follow up with the CA to speak more clearly.  | 11/01/01           | The agent remembers this call and the text was read verbatim and all call processes were followed. Voice customer did not ask for explanation of relay and stated that they had received relay calls before even though TTY customer said they were a first time user. The TTY customer kept repeating himself and the voice customer replied with what seemed unsatisfactory to the TTY customer. Agent was coached to speak up more clearly. |
|            |                |               |   |                    |  |
|            |                |               |   |                    |  |

Complaint Tracking for Ohio

November 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|--|--------------------|--|
| 8769       | 11/05/01       | 4             | CA did not type background noises and did not respond to customer when customer typed "hello - hello are you there?" Thanked the customer for providing the information assured customer info would be forwarded to the manager. Asked customer if they wanted   | 11/15/01           | Agent does not remember this incident. She surmises it could have been an ASCII roll. Coached CA to type all background sounds.  |
| 8770       | 11/07/01       | 5             | 8552F hung up after typed # calling to. Apologized to the customer and let them know would follow up with CA.  | 11/07/01           | Spoke with CA 8552 immediately. Remembers call came in on an ASCII roll and customer disconnected on second roll. Did not hang up on customer.   |
| 3302E      | 11/08/01       | 29            | Customer is calling from office and his nbr appeared xxx xxx xxxx/xx to me. He dials OH relay and asks them to dial xxx xxx xxxx and tells them to use Qwest as that is his office carrier. The relay dials the nbr and gets some recording saying the nbr dial  | 12/18/01           | Reviewed the TT report. The report indicated problem went away when using Sprint LD carrier. Verified all digits were being sent from station. The ticket is closed since 11/28/01   |
| 8773       | 11/11/01       | 4             | Customer stated that CA did not keep her informed after her last statement to her friend stating that her friend would come over anytime after friend had said is 2:30 okay. CA left VCO user hanging as if they took control of the call. Thanked customer for reporting incident and assured her follow up action would be taken and took # from customer for follow up.   | 11/30/01           | Spoke with CA on this incident. Does not remember this call. Understands and does keep customer informed. Could have been that Outbound paused before saying GA. Very vague customer complaint. Coached agent.   |
| 8774       | 11/12/01       | 5             | Customer stated that CA cut her off before finished conversation. Had called a friend and hadn't said goodbye but CA disconnected call. Apologized to customer for the problem and informed would follow up with CA.   | 11/12/01           | CA does not remember any problem with this call. The OB disconnected abruptly and CA sent the appropriate macro to inbound TTY. Has not had any problems with customers being cut of by mistake  |
| 8776       | 11/12/01       | 24            | Having difficulty connecting with relay in the evenings. They hear TTY tones then higher pitch like fax but cannot get connected. They have had no problems in the day time hours just evening hrs. Assured customer this info would be forwarded for investigation. Thanked customer for reporting.   | 11/29/01           | No meeting required....requires TT....CA not involved in problem. ACU to do a TT.  |
| 8777       | 11/12/01       | 4             | VCO person was on a call to an internet co and was kept on hold for 20 min then the CA told the VCO that they could only hold for on more minute, and then the VCO person decided to hang up but did not know why he could not make the Ca understand he wanted to hold as needed to talk with this company. I was able to hear him very well as a very clear distinct voice and no trouble at all being able o heard or understand. But he did not get the feedback from the CA when he would ask questions of the CA about the holding, etc. I apologized for the inconvenience and turned the call over to another CA. He had called in to do his call again. | 12/10/01           | Spoke with CA in regards to this incident. Does not recall this incident but understands that it is customer's option to hold as long as wants. Was confused with the 3 min rule in opr mode when there is only 2 people on the line. Will make sure it doesn't happen again. Agent was coached. |
| 8777       | 11/12/01       | 11            |  |                    |  |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 8780       | 11/14/01       | 9             | Customer upset because feels that CA gave wrong zip code nbr during relay. Refused to continue with CA during relay of this call. Sup complied with customer's request and told customer apparently was a misunderstanding of nbrs given by outbound voice ACUs   | 11/14/01           | Spoke with CA immediately after relayed call was taken over by another CA. Said did give correct zip code # as relayed back to VCO customer by outbound voice customer. Outbound voice customer transposed the zip code as CA typed it exactly as heard back to VCO. When asked by VCO customer to voice customer, voice customer denied giving wrong zip code and VCO requested new CA. Supervisor complied customer's request.  |
| 7779       | 11/14/01       | 16            | Voice customer was having a relay call with 9915F. I was explaining to deaf person that I was busy watching videotapes and in class on coarse how to bowl. The deaf person got upset, but I can hear the agents laughing. And having a conversation in the back   | 11/16/01           | There is no agent 9915f but there is a male opr with that id nbr. After reviewing this complaint agent 9915 M was monitored. There was no evidence of agent being unprofessional, talking or laughing while processing calls. Spoke with agent 9915 regarding this complain, the agent states taht he does not remember processing such a call, however the agent was coached on the importance of remianing professional during calls. QA department will continue to monitor the agent to ensure he is follwing procedures. |
| 11740      | 11/15/01       | 21            | Customer reported all incoming calls via relay service text transmission are very slow. She says she has turbo code.  | 11/16/01           | AM explained that the Ohio relay services doesn't offer turbo code and that's why the text transmissions seemed to be slower. Encouraged the customer to contact PUCO and request T.C. in the new RFP coming up. She seemed to be satisfied.  |
| 8787       | 11/26/01       | 4             | VCO call to check voicemail. Customer said the CA got smart with me. CA could not or failed to check voicemail. VCO asked for CA nbr and CA refused to identify him/her self. Then CA asked in another call was needed. Sup apologized for their inconvenience  | 11/27/01           | Will monitor CA's working at this time to make sure they are doing what they are supposed to do.  |
| 8789       | 11/29/01       | 17            | Voice customer said CA was very rude. She had never been the inbound customer and was unsure of set up procedures. CA was short with her and had no patience explaining relay set up for her. So she hung up and called back for another agent. Apologized to customer for the problem and informed her that follow up would be held. | 12/06/01           | Spoke with CA . Says does not recall being short or rude with customer. If ever has a problem with a customer, always puts her assist flag up. Has no problem explaining relay to a new customer. Told her to make sure she treats customers with respect and to be polite. Coached agent.  |

Complaint Tracking for Ohio

December 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|---|--------------------|--|
| 8793       | 12/03/01       | 11            | Customer stated that this CA did not get my calling to number after giving it to her 3 times. VCO user was very upset. I apologized and told her I would stay with CA until call placed which I did. VCO asked if I had a problem understanding the number which I did not, it was very easy to understand. Apologized to VCO user and assured them CA would be coached.  | 12/07/01           | I coached CA to try to write the nbr down on the board. Also type one moment get assistance so that sup can hear and understand.                                 |
| 8796       | 12/07/01       | 24            | Police took call through relay from TTY user and had problems getting TTY calls into their office. This happened on 12/2 Customer wondering if there was a tech problem in reaching their nbr. Thanked customer for reporting info, let them know it would be documented and forwarded to the manger for investigation.   | 12/07/01           | We're not able to solve this case because there is not TTY number. Called customer and explained this.   |
| 3438E      | 12/14/01       | 24            | TTY user calling wanting me to call 700 nbr to access his home service via Sprint. I explained that 700 dialing is not available using relay. Customer could not understand why they can make 900 calls but not 700 calls and says relay is not dependable. I suggested maybe they could have a hearing person to call the 700 nbr to listen as I believe it is only a recorded msg, because it would do no good for me to call since it would show records for the in-house phones in CS and has to be accessed from the person's home line. Customer was very frustrated with this and even more so when he asked if he could dial the 700 nbr from a payphone as he has no one hearing around to help him with this. I offered the AM name and nbr but he declined. I suggested he contact Sprint LEC regarding this and provide the # info for him to call to. Customer was very pleased to get this nbr and the call ended with good night. Customer wants no contact. | 12/17/01           | Reviewed the case and case is closed. Customer wants no follow up.   |
| 3442E      | 12/15/01       | 34            | Customer's son called in stating that when the customer tries to call from his nbr to his brother he gets the recording we are sorry all channels are busy now please try your call again later. That is the only area code that he is having problems with, he called TX earlier without any problems. He does tell the agent that his COC is Excel. The last agent that he tried to put the call thru was 8791F. Thanked him for calling in and told him that I would put in a TT 04623912, also told him to let the local phone co know about this as I didn't know if this was our problem or not.  | 01/22/02           | TT problem is fixed and contacted the customer and left a msg on his voice mail.   |
| 3445E      | 12/16/01       | 21            | Customer called complaining why did he get this if in Ohio and only can use it in California. RE: California free LD. CS rep told customer it can be used in California. I found no info that anyone in CS had spoken to him or sent him this info. Customer would like to be called anytime between 8a and 12N at the above nbr.   | 01/22/02           | Spoke with the customer and explained the free long distance originates and terminates in California only. He may use it from his state to anyone in California. |
| 8803       | 12/22/01       | 5             | Customer said CA didn't understand and hung up on them. Apologized to customer and told them CA# would be documented for the manager to investigate further.  | 12/27/01           | CA said it was a ASCII roll. She apologized she would never hang up on anyone. Coached CA to get sup to disconnect call.   |

### Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 3475E      | 12/25/01       | 29            | The voice customer has requested a Global Block on her line because of harassing calls coming thru ORS. Block was put on and calls are still coming thru Ohio relay agents 8861, 8963, 6881. RCS rep looked into customers records while customer was on line and the Global block was showing on the line. also looked into TRS and block was also showing there. RCS rep called the customer back using ORS 8707F and the call did go thru. Called the customer back direct and let her know that we would be turning in a TT to the Techs about the problem and thanked the customer for her patience with this. | 01/22/02           | TT problem is fixed and no follow up with customer is needed.   |
| 3481E      | 12/28/01       | 27            | Customer tried to access her FD nbrs but the agent was unable to access them. Sup named Frank assisted who was also unsuccessful in retrieving the customers FD from the DB. This is a new vco user who is trying to learn how to use relay services and features. I apologized to the customer and told her I would open a tt and speak to the sup to get the situation resolved. I called the sup and confirmed that they tried accessing FD's in the correct manner. When I did the same thing with the customer's on the line the CS dept the FD's showed with no problem                                       | 01/22/02           | The tech ran several tests and the FD seems to be working. AM called the customer on 1/22/02 and the customer seemed to be happy and satisfied. |

Complaint Tracking for Ohio

January 2002

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|--|--------------------|--|
| 8807       | 01/02/02       | 17            | Customer said opr was rude. This was the only time they ever had a problem. I apologized for any inconvenience. Assured him this was being documented.   | 01/08/02           | After investigating incident. The voice customer mis-directed/mistook context from TTY customer for CA. CA read text as written by TTY customer. Voice person did not like the content (rude) and made/felt CA was rude but in fact according to ACU/sup observing call validated that the CA did their job and read text verbatim |
| 8808       | 01/03/02       | 3             | TTY user said CA 6081F would not put call thru for them even after telling them the nbr several times. The CA never responded back to call and then hung up on them. I apologized for the inconvenience and turned them over to our CA to make the call for them.  | 01/14/02           | Coached agent on call processing   |
| 8813       | 01/10/02       | 10            | HCO user request a call back from AM ASAP. HCO says she has been making calls for 2 yr. and the opr are not properly trained. They always type to her. She feels all agents should be retrained. Apologized to customer and assured her info would be passed to trainer and am. Placed call for her and she thanked sup for help. Fax to AM and trainer.   | 02/25/02           | Called and spoke with the customer, Denise. She is pleased with the follow up calls. Gave her my number for further contacts.  |
| 3067F      | 01/15/02       | 5             | Voice caller reports having many problems with relay call she has received. Relay agent placed calls for a TTY user to the church where she works. The TTY user making plans for wedding. The details are very important. One agent was very rude and hung up before the call was finished. The agent would not provide agent ID #. Agent would not request a sup when asked. Another agent was a speed talker and stuttered when she told the agent she couldn't understand her the agent would not repeat. Caller could not make notes of details when the agent spoke so fast and didn't speak clearly. The agent was very rude and didn't seem to care about her job. caller doesn't understand why relay would not have any quality assurance and how do these agents continue to do their job. Caller has received calls from pleasant efficient agents but it is unacceptable to receive rude and unprofessional services. Caller does not have agent ID's. Caller does not want to be contacted by management. caller did not provide name or phone nbr. Apologized to caller for the problems she encountered. Advised to make note of agent id's if possible and report to CS. |                    | No agent ID number and unable to follow up.  |
| 3067F      | 01/15/02       | 8             |  |                    |  |
| 3067F      | 01/15/02       | 17            |  |                    |  |
| 5223       | 01/15/02       | 7             | Voice customer stated CA 9156 could not type above 45 wpm and also CA continually stopped voice user. Interrupting the call stated CA did not read TTY msg as typed. Read all punctuation. Wanted to make a complaint. Apologized to customer for the inconvenience and informed customer report would be filed.   | 01/29/02           | Supervisor spoke with agent concerning complaint, she did not remember this call. Agent was scanned and had no problems with typing or pacing, agent was coached on the importance of keeping a steady typing pace, and being courteous and professional to customers. QA dept will continue to monitor the agent closely.         |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|--|--------------------|--|
| 3075F      | 01/16/02       | 29            | Customer is upset that 711 is not accessible via cell phone. He was trying to give his AAA nbr for road service but it won't fit in the computer with his nbr for contact. I gave him the 800 nbr and explained that 711 does not work from cell phone, pay phones and some business phones due to their systems not recognizing it for dialing. I also suggested it is best to use the 800 nbr with cell phones and from business and pay phones. I suggested he could request AAA and his cell phone company to implement 711 into their phone systems. Customer did not appreciate my suggestion and he feels this is too much trouble. I thanked the customer and the call ended.  | 02/25/02           | Unable the issue because the customer would not cooperate. Supervisory encouraged customer to contact the cell phone provider to have the cell phone programmed 711 in their system.   |
| 8818       | 01/17/02       | 9             | Gave nbr to call to CA. CA dialed nbr and reached an ans mach. CA typed (ans mach) and did not type what it said. I don't appreciate it. This CA did not do his job properly. Apologized to the customer and told him would follow up with CA immediately.   | 01/17/02           | CA was coached to always type all recordings. Team leader will conduct surveys and if offense is repeated further disciplinary action will result.   |
| 3084F      | 01/18/02       | 21            | Customer said they continue to have problems with this agent. I get this agent many times and always seem she is making my calls difficult. This call was about 2 days ago maybe Wednesday morning. I requested VCO and she typed back to me person hung up before I ever gave her any nbr to dial. Then finally while processing my call I could not read her typing. I think she has alerted other operator about me and they are all black listing my calls when it comes in so they hang up on me. CS: I thanked the customer for calling to let us know and explained to her that we could brand her nbr for VCO so the agent could hear her speaking immediately, without her having to type VCO. There was a note in place saying VCO user would like to leave a msg on first answer of ans mach. She agreed to have me brand the line for vco. Told the customer the complaint would be sent to the call ctr sup and apologized for any inconvenience. | 01/23/02           | CA remembers accidentally hitting person hung up. CA upset. CA accidentally hit wrong key she apologized but customer was still upset. Coached about being attentive on the job.   |
| 3085F      | 01/18/02       | 21            | Customer said this opr seemed to be hassling me. I gave the nbr to dial and they kept typing nbr again pls repeatedly. I had to keep saying "hello, hello, hello". Finally they dialed the nbr. CS: I thanked the customer for calling and explained that there was a note in place. VCO user would like to leave a msg on first answer of ans mach. so the agent should be aware she is VCO user. I explained how if we brand the line for VCO the opr will be able to hear her speaking faster at the beginning of the call. Branding was put in place. I apologized for her inconvenience and told her the report would be sent to the call ctr sup.  | 01/20/02           | Opr admitted to having trouble initially on VCO call. Had trouble with bridge. Was nervous and panicked. Reviewed procedures and he apologized for the incident. Agent was coached.  |
| 8822       | 01/22/02       | 11            | This CA did an awful job of trying to place my call vco. First call she dialed the wrong nbr. Second call was stated that it was out of my calling area. I was trying to call my daughter. When finally the agent dialed the correct nbr. It was an ans mach. I told CA I would like to leave msg. CA did not tell me when to talk to leave a msg. Thanked customer for comments and apologized for inconvenience. Customer was very understanding and sincere.  | 01/22/02           | CA did not hear area code because VCO forgot to send the voice when you see GA macro but did type ans mach GA so customer could leave msg but customer just started yelling and hung up. Went over VCO procedures and CA does feel more comfortable with handling VCO calls. Will remember to use macros when faced with these calls. Agent was coached. |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|--|--------------------|--|
| 3102F      | 01/22/02       | 4             | Customer said this agent hung up on me at ORS. My friend called me and agent hung up. I don't want a big trouble. CS: I apologized to the customer that her call ended abruptly with her friend. Explained that on an incoming call if the other person disconnects the opr cannot hold the line for over 30 sec. Then our system will disconnect auto. I thanked her for letting us know and told her the report would be sent to the call ctr where the opr was located.   | 01/24/02           | Agent does not remember hanging up on anyone. Stated that she would never be rude in that manner. Believes the call auto disconnected and not her and stated that she will take note for future calls. Agent was coached.  |
| 3123F      | 01/26/02       | 21            | Customer is fed up with the lack of male CA's. I requested for a male CA and was told there was none available. It's imperative that I have a male voicing for me. I feel that it is discriminatory. This is not the first time it has happened however it is the first report that I have made. The agency should have at least one male per shift. Several calls I made I was told that there was no male working at the time even though I was willing to hold until the next available male. I apologized to the customer for any inconvenience this may have caused. I explained that many times there is more than one male working but they may be handling other calls at the time. That's when he told me that he has been informed in the past that there were no males working at all during the time of his call. The customer wanted to know how he will know there is male today. I told him unfortunately there isn't any way for him to know that in advance. I told him I would document his complaint and forward it to the AM who he said he would be contacting as well. Customer did not have an agent ID/number of his | 01/30/02           | Called the customer on Jan 29. No answer. Customer called on 1/30 and we spoke for a lengthy time. I explained to him that sometimes male CA are busy at the time of the call and encouraged him to fill out CDB note section. He was pleased with my prompt response. |
| 3130F      | 01/28/02       | 17            | Customer said I work at the front desk for a Dr and I just received a call through Ohio relay. When the call came in sometimes I need to put the incoming call on hold to answer other lines as this is a busy office. Due to the other lines ringing, it is very loud and I was not able to hear what the relay opr was saying so I asked her to please repeat. I told her I could not hear what she said and she said in a very rude tone the agent is not part of the conversation pls direct your comments to the caller. I asked for her id and she gave it to me. I understand the role of the relay opr however it was not necessary for her to be so abrupt and rude. CS: I thanked the customer for taking the time to call and apologized that the agent appeared to be rude. I did explain that the opr does have to type what is heard back to the caller so sometimes they redirect the call to remind the person to speak directly to the caller. I apologized to her if the tone of voice was rude.   | 01/31/02           | TTY user has limited language skill, uses ASL. Voice user become irritable and demanded CA to become involved in the conversation. CA will be coached to translate ASL.  |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|---|--------------------|--|
| 7895       | 01/31/02       | 5             | Customer stated that this opr hung up on me. I don't like that, why did they hang up on me? Apologized to customer and said we would forward this to the agent's sup.   | 02/07/02           | After receiving this complaint, the agent was blind monitored and was not found disconnecting calls. Addressed agent regarding this complaint and she stated that one occasion the computer shut off while she was processing a call. However the agent did not document this incident. Informed the agent that if such an events occurs she must notify a sup and document what happened. Advised the agent of the severity of the complaint and the consequences of disconnecting calls. The agent stated that she would never purposely disconnect a customer. Agent's file will be documented and the QA dept will continue to monitor the agent to make sure she is adhering to all procedures. |
| 8827       | 01/31/02       | 17            | TTY user called into the relay to report a CA (7056F) that they had them called them a Niger. The TTY user then hung up before I could comment or apologize to them.  | 03/21/02           | The agent ID number identified by the caller is not assigned to any Austin Agent employee. The minimal information provided by the caller does not allow further investigation.  |
| 8804       | 01/01/02       | 00            | The TTY person had placed an earlier call, and CA 8729M had gotten the call, caller was on the line for 30 minutes typing "hello", Hello and giving calling to information, but no response. I apologized for the inconvenience and assured the TTY user that the new CA, she had called back into would take care of her call for her. |                    |  |

Complaint Tracking for Ohio

February 2002

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 8831       | 02/07/02       | 3             | CA was not very helpful. Said other CA have no problem to repeat what had been said previously. Did not appreciate CA typing everything said to TTY user. Also stated CA was rude. Apologized for any inconvenience she had and explained to her that CA's are trained to type everything verbatim. I reassured her that this complaint was being documented.   | 02/08/02           | CA is not part of the conversation as voice caller kept trying to pull CA into conversation each time CA asked voice to continue. Voice caller was rude to CA. CA typed as what was trained.  |
| 8831       | 02/07/02       | 17            |   |                    |   |
| 8835       | 02/12/02       | 21            | Customer wanted to write a paragraph or 2 to be relayed on many calls he would be making. Very unhappy that relay would not do this and became rather abusive in his speech towards CA and sup. Let customer know that sup understood his frustration. Offered to refer him to AM per the manager on the floor. Then when he became abusive let him know that his call was being documented and if he did not want to place a call he would need to be transferred to CS. for assistance. | 03/21/02           | 2/26/02 - Called and no answer; 3/7/02 - Called at 4:30p and no answer; 3/21/02 Called again at 2:15p no answer; 3/21/02 - called again, no answer. Closed. AM was not able to connect with the customer.   |
| 8836       | 02/14/02       | 3             | Customer said CA 8157 said they were a supervisor, CA 8224F did not type the recording verbatim. Missed a lot of the recording, and misspelled a lot of words. They are tired of this happening. Apologized to the customer. Assured them the CAs would be talked to and coached on this situation.   | 02/14/02           | Supervisor assisted on this call. Everything was typed verbatim. Customer didn't think so and argued with me. I know all was typed verbatim. Supervisory coached the agent.   |
| 8836       | 02/14/02       | 6             |   |                    |   |
| 8836       | 02/14/02       | 7             |   |                    |   |
| 8839       | 02/18/02       | 17            | Customer said CA had a very bad attitude and treated them very rudely. Was giving explanation to CA on why they were making a call and the CA interrupted and typed give me the phone nbr in all space between the letters. Feels is very rude and if cannot deal with the deaf community then they need to quit or be fired. Thanked customer for letting us know. Told customer would documented and follow up with CA ASAP.  | 02/18/02           | Supervisor spoke with CA and said there is no way that would be rude to a customer in this manner. Has never had a complaint and knows was not on this call and did not process this call. Is sure CA gave a wrong nbr or customer gave the wrong nbr. Coached the agent. |
| 8840       | 02/19/02       | 4             | Customer was upset CA did not inform TTY user he was a male. Call began with a female CA 8724M took over the call and forgot to send macro to inform customer of agent change. Apologized to customer, explained agent forgot to inform TTY of change and assured CA would be met with. Customer not satisfied and disconnected.  | 02/19/02           | Met with CA, he was very apologetic and forgot to send appropriate macro. Agent will remember to immediately inform customers following an agent change. Coached the agent.   |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 8844       | 02/24/02       | 4             | Customer said when I called in for a LD call the CA redialed the call 3 times however did not tell me anything what was happening, and why she was redialing so many times. I finally got so disgusted that I hung up. I apologized to the vco user and said info would be documented and recorded then had another CA complete the call for her. | 02/25/02           | Addressed agent regarding this complaint and she did remember handling this call. The agent stated that after she pressed complete, the call would not connect properly. There was no ringing heard on the line whatsoever. Therefore she disconnected the call and informed the customer that she was redialing the nbr. This happened approx. three times before the caller disconnected. Based on the info provided, it appears that the agent attempted to keep the caller informed however I informed the agent that she should have been more specific as to what was happening. For example, she could have informed them that the line was not ringing or that there seemed to be a problem connecting to the nbr they requested instead of just sending the redialing macro. I also encouraged the agent to notify a supervisor when she experiences tech difficulties so that they may properly document the incident and forward it to the tech to further investigate why this is occurring. The agent understood and was receptive to the feedback provided. Coached importance of doc |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|---|--------------------|--|
| 3224F      | 02/26/02       | 21            | <p>Customer states that she was talking to her deaf son in the hospital who had just had a new baby and the CA said something to the customer could not understand. The customer then asked the agent to repeat what she had just said and instead of doing to the CA typed verbatim back to the son what the customer had said. This made the cal very confusing. The customer then told the CA that she simply could not hear what she, the agent, had just said and could she turn up her mic. The agent did turn up her mic but then said I can't engage in conversation. the customer said I am not asking you to engage in the conversation I'm simply asking you to repeat the last sentence as I could not hear what you were saying. Customer states that she doesn't understand why this agent had to cause such confusion on the call and why she didn't just repeat the last sentence as many of the other agents do. RCS: Explained to the customer that the agent was tech doing a correct job on the call not getting into the conversation but in typing to her son what she said but also that we do understand how it can cause confusion at times. The customer was thanked for letting us</p> | 03/10/02           | <p>Spoke with CA about repeating last sentence when customer requests it to avoid conflict. Just use good judgment especially when customer is having hard time hearing the conversation. She understands, told her she is doing a good job as well coached her.</p> |

Complaint Tracking for Ohio

March 2002

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|--|--------------------|--|
| 8851       | 03/01/02       | 03            | TTY gave # the CA asked again for # to call, TTY gave # again but still CA would not dial. Gave # again after CA asked but still no response so hung up and called back into relay. Apologized to customer for inconvenience and informed would follow up with CA to find out what problem was   | 03/01/02           | Followed up w/CA, said she was in an ASCII roll. But continued to cycle and TTY was typing during cycle. After 3rd cycle was getting ready to get supervisor and inbound person hung up.   |
| 3256F      | 03/05/02       | 23            | TTY user calling local call from 937 222 7921 to 937 322 2821 & 937 328 6931 Dayton OH to Springhill OH calling to Springfield Library starting last Friday, March 1, this is long distance call via OH Relay TTY advises distance between phone numbers is approximately 20-25 miles. (checked CIS 42 miles also checked CIS using the actual calling from nbr from Ms. Customer work place 937 640 8032 and listed as 42 miles. Advised caller that complaint and trouble ticket would be forwarded caller requests contact from OH Acct Mgr. with Relay tech Comments regarding this issue TT 24320 emailed to OH Acct Mgr.   | 03/21/02           | AM spoke with the customer. She is pleased with a follow-up call. She is still having problems w/ long distance calls using relay I requested her to fax the billing statement and will continue to investigate. Case closed. She's happy. |
| 6775       | 03/05/02       | 25            | Agent called Supervisor over cuz she was processing a call when in the middle of the conversation static came on the line the outbound started ringing and then the agent could only hear silence with occasional static. Agent called supervisor over Supervisor instructed agent to keep customer informed of situation Supervisor then went to Rockwell to see if outbound was still connected (it was). Supervisor then returned to the agent, who was keeping the customer informed of the situation. Supervisor instructed agent to inform customer that a supervisor had been assisting with the call for the last 30 seconds or so but that there was a technical problem that may have caused the call to hang up. It was at this point that the customer said to the agent, "You lie to me." Supervisor got on the line and identified himself and explained the nature of the problem, that a technical problem had caused the break in service. The customer insisted that the agent was at fault. The sup explained that his opinion was that it was a technical problem apologized for the poor service. At this point | 03/06/02           | I attempted to contact customer for 3 days in a row after 1:00 p.m. to no avail. The 3rd day I left my name and direct phone to contact me. To date customer has not done so. T. Tech.   |
| 3264F      | 03/07/02       | 24            | Customer has been calling OH relay 1 800 750 0750 for a half hour and cannot connect. She did not receive a recording that all agents are busy. She attempted the call several times and waited a long time for an answer  | 03/21/02           | Called 3/21/02 at 2:20pm - no answer; Sent fax 5/29 at 12:15pm - explaining the technical testing indicated it was unable to duplicate the problem as reported. Told customer to contact me if she has further problems.                   |
| 3266F      | 03/08/02       | 07            | Customer called to file notification of an error that one of the CA has made when I was making a call. I asked for 466-2785 but the CA dialed 266-2785 and I was connected to wrong people.  | 03/08/02           | CA remembers she apologizes for calling wrong nbr I coached CA to make sure the correct nbr is placed. CA wanted to apologize to customer but didn't want to break transparency.   |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|------------|----------------|---------------|---|--------------------|--|
| 4571       | 03/08/02       | 29            | CA 8808F "didn't do her job very well." Ms. customer was talking to a nurse at a nursing home and near the end of the call Ms. Customer was waiting for a response but did not receive one she did not received "person hung up" response either she tried to ask the CA what happened but the CA did not respond Ms Customer eventually hung up.   | 03/20/02           | Customer notified us after the call that the nurse told her this had been a technical problem agent had notified/informed her. Checked with Tech not enough information. We will watch to see if another complaint comes through we will try to get more info  |
| 6797       | 03/11/02       | 05            | Customer called to complain about Agent 8715. Customer notes said "female CA's only." Agent who is a male, told customer to call back and hung up. Supervisor apologized for the poor service. Customer wanted agent's supervisor to call back with a report by 3 p.m. today. Supervisor said he would pass that info along to agent's supervisor.  | 03/11/02           | Agent recalls customer was upset when sup informed customer no female CA's were available. This customer needs to be educated customer notes do not guarantee a female agent will receive the call, As customer is upset every time a male CA receives the call.   |
| 3310F      | 03/19/02       | 11            | Customers says that gave agent the nbr to dial and he typed that an answering machine had answered. He then typed in the recorded message that the "phone belongs to" with no name and then the rest of the message without ever saying who the nbr belong to. Asked what the name of the person was and agent said he didn't hear it. Told to redial and when he did agent typed "same recording ga" without typing any msg. He should have typed the message again.   | 06/14/02           | Agent coached on the proper procedures that should have been followed when an answering machine is unclear, and you are unable to understand the name on the recording. Agent was advised to inform the customer that the message was unclear, and not skip over it. Advised the agent to keep the customer informed and when asked to redial make sure that he follows the customer's request at all times. |
| 3310F      | 03/19/02       | 18            |   |                    |  |
| 3304F      | 03/19/02       | 6             | "Would like to complain about one of the CA it is CA8728M the CA has a spelling nbr of times for ex "redialing" which means redialing another like "retrying g" making me think harder to figure what the person on the other end is saying and the CA's typing I do have a phone script" (apologized for problem encountered. Mr. Sandy will fax phone script to customer service. Advised compliant would be forwarded to sup received fax script of entire call and faxed with complaint to OH Center)   | 03/20/02           | CA apologized. He was coached to always use redialing macro and to slow down to stop so many errors. The CA is blind and using as Braille.   |
| 8861       | 03/22/02       | 29            | Customer stated when CA gives the GA for VCO to speak VCO does not always receive it the first time. Finally the CA will the GA again. Customer is concerned that the delay is inflating her LD charges.  | 03/25/02           | CA said computer cycled through did not connect right away. CA will be careful next time to give the GA right away. CA did get supervisor assistance.  |
| 8865       | 03/28/02       | 8             | The grammar spelling and general flow of conversation was very terrible. I was familiar with the person I was talking to and they know how to use relay. But did not go well with agent. In General translation did not go well CA may have been foreign an English not her first language. Like incorrect English translations. Did not translate word for word and was mixed up in her own words. I assured the customer all of this would be documented and every action needed to correct this would be taken. She was also concerned about confidentiality and I gave her MD and AZ relay nbrs for her to use if she wished. | 03/29/02           | I have talked to agent concerning her speech. She does not remember the conversation. English is her first language. She feels she cannot help that she speaks in a southern accent. I have asked her several times to please pronounce words/syllables to communicate. Supervisor coached the agent.  |

### Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---------------------|--------------------|---------------------------|
| 8865       | 03/28/02       | 9             |                     |                    |                           |
| 8865       | 03/28/02       | 21            |                     |                    |                           |
|            |                |               |                     |                    |                           |

Complaint Tracking for Ohio

April 2002

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|--|--------------------|---|
| 3374F      | 04/05/02       | 04            | Customer states that agent 8898F did a terrible job on her call. When she asked the agent to dial the nbr there was a very long silence. The agent did not type any ringing, she did not tell her when anyone answered the phone, she gave no explanation at all on what was happening until she finally typed that a male answered the phone and that they were transferring her call. This is not the normal procedure that she usually experiences with relay service and feels that this agent needs definite further coaching as to how to handle a call properly to keep the customer informed of what is going on.  | 04/08/02           | Agent remembered this VCO call. Stated that yes, she forgot to send the ALT Z (ringing) macro. Her concentration was on being able to connect the inbound, outbound once call was in progress (ALV V - F9) Will remember in the future. Agent is coached.                                   |
| 3389F      | 04/10/02       | 26            | HCO customer reports garbling problems for past two months most recent garbling problems occurred with agents 8771 & 8893 Relay cannot read her typed messages. (inquired about many different possibilities causing garbling customer advised the problem is with Relay and not her equipment, phone line, TTY settings, Turbo Code, background noise, batteries in TTY, phone jack, etc. did not experience garbling when customer called into Customer Service when customer called back thru OH Relay the agent could not read some of HCO typing. HCO using ULtratec 7215932 customer does not have any other model name or nbr garbling problem does not occur on every call garbling problem on outgoing calls she doesn't think she has experience garbling with the few incoming calls she's received: Customer expects call from Relay Techs and or OH Acct Mgr. entered TT 87528. | 04/12/02           | TT Resolution -finally got hold of customer. Had her turn off TC and that seems to fix the problem. When she first called into my test station she was flipping between TC and baudot and there was garbling. After she turned TC off we talked for quite some time with no more problem.   |
| 3396F      | 04/11/02       | 26            | HCO customer called wanting to know why the garbling had not been fixed and no one had contacted her about the garbling problems she is having when making or receiving calls thru the relay. She called thru the relay with agent 8604M and the agent did tell me at the end of the conversation it was coming in garbled. Previous TT 87528 opened 4-7-02 with incorrect phone # provided by customer. Previous TT 93755 opened 4-10-02 after receiving call from customer still had garbling and no contact from anyone about problem. New TT 97276 opened 4-11-02. Faxed to Acct Mgr.  | 05/31/02           | TT resolution - There is already a ticket in for this. When I tried to call her I get a busy signal each time. 5/29 - 12:05p - busy signal; 5/30 12:11p - busy signal; 5/30 - 3:45p - busy signal; 5/31 4:25 - busy signal; 5/29 2:40p busy signal - closed for inability to reach customer |
| 8876       | 04/16/02       | 17            | TTY user states his relatives & friends are reporting the CA's as being rude and having accents hard to understand. No CA numbers given or reported.   | 04/16/02           | Asked TTY user to report CA nbrs when happens and thanked customer for reporting assured them info would be forwarded.  |
| 3419F      | 04/17/02       | 21            | Customer reported that she asked the operator to dial 330 630 2656, which I verified is a local call. The customer has a note in place that read, "agent verify call to nbr before outdial". The agent did not verify the call to number and when she dialed the nbr it said, "dialing LD call". The customer hung up. She was concerned that she would be charged for the call.   | 04/18/02           | CA apologized and was coached. Encouraged the agent to have a better manner while handling the call.  |
| 8878       | 04/17/02       | 21            | Called ans mach and then had CA redial to leave message. CA said line was busy. Customer asked CA if a real person answered line. CA did not respond. It was unusual that the line was busy on redial, but after customer asked the CA a question, it should have been answered. The CA took it upon themselves not to respond or ask for a supervisor. After a long period with no response customer hung up. Felt it was insulting.  | 05/01/02           | Reviewed complaint with opr 8351F who remembered this call. Opr said she sent "busy" GA, but received no reply. Probably a transmission problem. Advised agent to be very careful and always patient with customer. Coached the agent.  |

Complaint Tracking for Ohio

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 6850       | 04/18/02       | 21            | Voice customer expressed that she received a TTY call & the CA typed to the caller (sounds upset) voice customer expressed that the CA does not know her to make that judgement call. I explained Sprint policy & that is an approved statement. I offered to document this & send it to her supervisor & asked that the CA be coached to use the approved statements when she is sure. | 04/24/02           | Supervisor met w/ the CA concerning this complaint. She did have supervisor document call at time of occurrence. Listing this as invalid complaint. CA did follow proper procedures and was sure when typed (sound upset). Appropriate statement was used.  |
| 8883       | 04/22/02       | 3             | CA did a horrible job on recording, did not keep me informed, apparently was in hurry because another agent relieved the call after CA 8528 started it. I asked 2nd CA to go back and redial to start recording over and it was nothing like the 1st time, 1st CA missed alot of information.   | 04/23/02           | CA said customer interrupting thru out recording - missed portion of recording because customer constantly interrupting during typing. CA says may have forgotten to type gender and recording at end because of constant interruptions and recording and customer became upset. CA offered to stay with call at change over but other CA took call. The agent was coached. |
| 12374      | 04/29/02       | 02            | Customer complained that the agent did not change agents properly. When the change was made, the agent only typed part of the voice person's msg and then informed the VCO user of the change. The customer also stated that the agent asked which long distance carrier she uses despite the customer notes informing him that she uses Sprint.  | 05/01/02           | Met with agent. Coached agent on the importance of adhering to the customer notes. Also coached agent on the importance of relaying everything heard to the customer.   |
| 12374      | 04/29/02       | 09            |   |                    |   |

Complaint Tracking for Ohio

May 2002

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|------------|----------------|---------------|---|--------------------|---|
| 8887       | 05/06/02       | 04            | Customer stated previous call handled by CA 8607f was prematurely disconnected and customer did not receive all info they needed from the call. Wanted to get the previous CA to get info.  | 05/28/02           | Explained that we could not get previous info from a call. Thanked them for reporting and let customer know situation & CA would be documented. CA said that customer did not respond for 3 min. Agent was coached by the supervisor.   |
| 8887       | 05/06/02       | 05            |   |                    |   |
| 3486F      | 05/10/02       | 07            | Customer received an incoming call and reports that the agent was not able to keep up with her voicing. The customer says she was not speaking quickly at all and the agent had to stop her about every three words. She also wondered if the agent relayed everything that was said as the response sometimes was a repeat.  | 06/13/02           | Agent was coached regarding pacing, pronunciation of words & typing verbatim. She was coached to concentrate on improving typing accuracy & voice flow. Agent understands that she must pace the voice customer w/out interrupting the call unnecessarily. She apologized & stated that she wanted to be sure she typed all information verbatim. |
| 8894       | 05/27/02       | 03            | Voice called TTY, as soon as CA 9533 answered, she sounded like she had an attitude when voice asked CA what was typed CA didn't say last word heard . . . . Instead rudely said "whatever you just said" Voice asked her for name or CAE. CA very rudely said I can't give name & gave CA # after voice said I so have the right to know the CA ID. She was very negative & when she would just speak just rude. Voice know what Relay is about ***Approx four words cut off from edge of paper***much but figure CA had a bad day but still very negative after voice would be extremely nice. She rudely said " you can speak to supervisor" So voice hung up and called back. She wants a follow up Letter. | 06/02/02           | Supervisor met with Agent. Coached agent on the importance of being warm and friendly when communicating with customers. Also coached agent on the importance of keeping customers informed at all times. Appropriate action will be taken against the agent. Follow up letter will be sent to the customer.                                      |
| 8894       | 05/27/02       | 04            |   |                    |   |
| 8894       | 05/27/02       | 08            |   |                    |   |
| 8894       | 05/27/02       | 17            |   |                    |   |