

Complaint Tracking for Missouri

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3290-I	06/04/03	29	Caller cannot dial an 800 number through relay.	07/15/03	TT results - 800 was regional 900 number. Will contact customer to get agent ID to resolve.
3344-I	06/21/03	24	Voice customer says she cannot make her call through MO relay svc. TT# I001013762	06/23/03	Test indicated that the number being dialed is an invalid number. Supported that caller needs to contact LEC to solve.
5427	06/28/03	5	Voice outbound customer complained that supervisor said she was going to disconnect the line and gave her the Sprint customer contact number. Then voice asked for the supervisor's name and the supervisor disconnected the line before answering.	06/30/03	CA coached to inform customer that since the inbound caller had disconnected the system, not the CA or relay, system would automatically disconnect. System Disconnected.
5426	06/28/03	17	Voice party complained that CA had attitude when saying "The CA is not inbound in the conversation" and that other CA's are more compliant when the voice wants to explain to the CA that she was putting her child on the phone and the child doesn't understand how the relay works.	06/30/03	CA was coached. Follow up letter sent.
15039	06/25/03	17	TTY user called and complained that operator was laughing and giggling on the call while trying to explain something to caller's mom.	06/26/03	Although agent followed procedures by typing everything heard she was still coached on appropriate phrases to redirect.
6937	06/29/03	5	CA answered and then responded after customer gave # to dial. Customer asked if she was there. There was no response for 4 minutes.	07/10/03	Coached agent on the importance of proper call handling procedures that should have been followed for technical difficulties. The agent was also advised of the consequences of disconnecting calls.

Complaint Tracking for Missouri

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3407-I	07/08/03	21	Customer called MN relay agent dialed out. OB voice person asked customer to hold while looking up a TTY number, agent typed music playing and then person hung up. TTY customer asked what happened and agent replied with voice person hung up.	07/14/03	Reviewed proper procedures with agent.

Complaint Tracking for Missouri

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6625X	08/22/03	3	Customer was upset that agent did not request department customer stated.	08/22/03	Agent coached on following customer instructions and asking for clarification. Also coached on keeping the customer informed at all times.
6625X	08/22/03	4			
6626X	08/22/03	3	Customer was upset that agent did not request department customer stated.	08/22/03	Agent coached on asking for help if in need of clarification.

Complaint Tracking for Missouri

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3078-J	09/02/03	29	Customer unable to make VCO to s2s calls.TT# I001183471	09/09/03	TT results - There us volume problem with the current change loss plan for STS and VCO calls when the voice bridge is open. T&I is already aware of this and resolved the issue. AM followed up with customer.
3083-J	09/06/03	24	Voice customer calling trying to reach TTY user and cannot get though using relay MO.	10/10/04	TT results - Problem is apparently resolved as tech is able to successfully complete the call.
3096-J	09/09/03	22	Customer states her VCO branding and customer notes did not show to agent.	05/26/04	TI - tested and notes came in the call, no problem.
3094-J	09/09/03	27	Customer's notes did not appear to agent. TTI001199453	05/26/04	Informed customer test calls complete without problems.
4288Z	09/18/03	29	During 2 calls customer had a hard time hearing the outbound party. Customer is speech disabled and is not hearing impaired. TT# I00122086	09/24/03	TT results - This issue is due to a limitation of the hardware currently being used got TRS speech to speech workstations. Account manager followed up with the customer about speech to speech situation and requested to contact me directly.
4295Z	09/23/03	8	Agent voiced TTY messages unclear and too quietly. When voice customer asked to repeat he did not. He typed the request and told voice user not to talk to him. This happened repeatedly.	09/23/03	Coached agent on speakig clearly and at a level where the voice person can hear him. Also reviewed the proper phrases to use when redirecting a voice customer to ensure that you are not sounding rude.
4295Z	09/23/03	17			
4300Z	09/26/03	3	MO voice user upset that agent was rude in doing the following things. Agent first waited too long to tell user that the agent was falling behind in typing. After that the agent frequently talked to the user even after being told not to.	10/06/03	Attempted to reach customer several times. Finally able to leave a msg. with contact's daughter that one of the items in the complaint could have been handled better by the agent.
4300Z	09/26/03	17			
6672x	09/23/03	29	Customer tried to place a call to a phone number with 11 digits. Customer did some checking on the internet and learned that in the are code (233) there are 11-digit phone numbers in service.	09/25/04	TT results - Test on 233 area code with number. Attempted to contact customer with number provided and number is invalid.

Complaint Tracking for Missouri

October 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9043fl	10/28/03	8	Person complained that the agent was abrupt and short and kept stopping her while she was talking.	10/30/03	Reviewed with CA more polite and friendly word choices with appropriate voice tone and intonation.
9043fl	10/28/03	17			
9043fl	10/28/03	21			
4314Z	10/16/03	26	Customer is experiencing excessive garbling on relay calls and does not believe it is his equipment.	05/28/04	TT results - After placing calls to the NM test position using callers calling from number we were not able to reproduce any garbling.

Complaint Tracking for Missouri

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3334J	11/28/03	24	Customer's line is branded voice. He dials 711 and always gets the TTY answer with tones.	02/04/04	The notes were showing voice but caller is calling from cell phone. It may not matter how he is branded if caller hits a cell tower and his actual cell phone will not be the one that will arrive and display.
7928B	11/19/03	21	Concerned about SRO phone calls to his business. Says they are not legitimate calls.	11/19/03	Left relay customer service number on voice mail. Advised that someone is here 24/7 to assist him.

Complaint Tracking for Missouri

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7765C	12/05/03	0	Customer said agent did not respond after 2 minutes in the middle of conversation.	12/11/03	Coached agent.
6796X	12/15/03	5	Customer wanted to make another call and agent hung up on him.	12/15/03	Coached agent on following proper procedures.

Complaint Tracking for Missouri

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3031K	01/28/04	3	Caller said the supervisor argued extensively telling customer that he could not request that no background noises be typed on their phone call.	01/30/04	Customer is using a cell phone. Per Tech, we cannot guarantee notes will appear and there are no notes for this number. Operator and supervisor were following policy to type everything heard unless otherwise instructed by the TTY user.

Complaint Tracking for Missouri

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3126K	02/24/04	7	Outbound party reports that the first time they answered the call disconnected. When the call came in again, the operator did not announce their ID#. Stammering, stuttering, choppy conversation of only 2 or 3 words at a time.		Coached agent on the importance of speaking clearly and in a conversational tone. Also advised the agent on adjusting the microphone so that they could be heard clearly. Agent's typing speed meets FCC requirements.
3126K	02/24/04	8			
3126K	02/24/04	9			

Complaint Tracking for Missouri

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6912X	03/18/04	4	Agent would not typ to TTY user what customer was saying.	03/19/04	Coached agent on proper procedures that should be followed.
3244K	03/31/04	21	During the call agent continued to have side conversations apparently thinking she had muted the line. Customer states agent repeatedly asked the call center operator to repeat things as she was not paying attention to the call.	04/10/04	Agent was no longer employed.
3073-I	03/05/04	8	Customer says agent was difficult to understand.	03/07/04	Coached agent on always voicing in a clear voice and to make sure that if a customer informs you they cannot hear to adjust the headset and speak clearly.

Complaint Tracking for Missouri

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3277K	04/09/04	21	Customer states she does not want the agent interrupting her calls and giving the background information on every one of her calls.	04/09/04	Sent complaint to the Missouri training department and MO account Manger was made aware of this concern.
3444K	04/30/04	0	Customer states this agent never responded to her.	04/30/04	Agent's keyboard locked up and agent was unable to respond. Technical issues, no fault of agent.
3343K	04/30/04	7	Customer states that many agents are not typing clearly and are using too many xxx's for their mistakes which makes the call frustrating.	05/03/04	Spoke with agent regarding typing accuracy.
3342K	04/30/04	7	Customer states that many agents are not typing clearly and are using too many xxx's for their mistakes which makes the call frustrating.	05/03/04	Met with CA. CA does not remember call. CA demonstrated understanding of tying.

Complaint Tracking for Missouri

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3391K	05/14/04	5	Customer states that he was on the line with the agent and asked for a supervisor to assist. Agent assisted with the call. In the middle of talking with the supervisor the call ended and there was no response from either agent as if the call had been disconnected.	05/18/04	Advised the agent to document all incidents of technical difficulty so a TT could be opened. Supv stated he was on the middle of assisting the agent when they experienced technical difficulties.
3402K	05/21/04	3	Customer states that agent did not respond when wanting to make a second call. The customer sates the CA traditionally sends a message that says her party has hung up and then she has the opportunity to request another call.	05/22/04	Reviewed proper procedures with CA and sent email to customer.
3403K	05/21/04	7	Customer states that agent has long waiting periods between typing in her conversation.	05/25/04	CA was coached on importance of promptness on relay.
7637E	05/24/04	2	Customer advised in his notes that he is HLO and wants to hear everything. Agent would not let customer hear. Also, requested to have male agent (also in notes) and when customer asked, agent refused.	05/26/04	Agent recalls this call. She asked for a male agent, but none were available. She requested supervisor assistance and when she told the caller, he hung up. No customer follow up requested.
7637E	05/25/04	17			