

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
37285	01/29/02	21	Customer left a message on my tty without a nbr provided. "I would appreciate the FL center opr will use the macro, "GA to SK" with consideration even the opr 9220 did not type the last few words from the 3rd party. Naturally she was not used to getting the relay svc so it wld br sensible if the opr sensing the party not being familiar with the relay wld use judgements not to use the macro twice as if she was irritated. I asked her if she was and she said no she was not but i think it it necessary for the oprs to be more considerable if should some deaf callers are still being intimidated with using the relay with their limited abilities. It is important for the callers to feel at ease to use the Sprint Relay. Thank you. It is not necessary for you to return my call since it is only a suggestion. Thank you."	03/08/02	After receiving and reviewing this complaint on 2/26/02 was unclear of exactly what the complaint was regarding. Therefore I contacted Cheryl Bella and discussed the contents of the complaint and eventually we were able to figure out what the caller was referring to. I addressed the agent regarding this complaint and she vividly remebered handing the call. The agent stated that at the end of the call the voice person inquired if it as okay for her to hang up and the agent typed the information back to the customer. She also added GA to SK to informthe tty user that the person was ready to hang up. While the tty user was typing her response to the voice person she disconnected before the agetn could relay the message. After the tty user finished typing the agetn sent the ALT 0 macro. The caller inquired why the agent had typed Ga to SK and requested a sup before the agetn could respond. She immediatly notified the sup and explained to her why the agent had sent GA to SK. I informed the that she could have sent the CTRL 4 macro,. This macro provides more information. to the cust
9974	02/05/02	1	TTY customer stated that they gave this agent a nbr to dial. More than 3 minutes elapsed and no response from the agents. The tty customer disconnected and redialed and asked another opr to process the call. Wondered what happened. Apologized for the inconvenience. And informed the customer that we will address the agent regarding this complaint.	02/09/02	After receiving this complaint the agent was monitored to further investigate the complaint. The agent followed procedures and responded to all customers in a timely manner. Addressed agent regarding this complaint, however she stated that she did not remember this particular call. Reviewed the policies on keeping customer informed at all times and out dial time. The QA dept will continue to monitor this agent to make sure procedures are being followed.

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12159	02/06/02	1	TTY user reported that there was no answer by the agent when they called the relay they waited and said ga but still no answer. Apologized for the problem.	02/07/02	Addressed agent regarding this complaint. Agent states that she does not remember processing this particular call, however agent was blind monitored and was found to be following all procedures. Agent was coached on the importance of responding to customers in a timely manner. Agent will continue to be monitored to make sure she is following all procedures.
3169F	02/07/02	24	I received 3 calls previously from this customer but could not connect to be able to for him to type to me. I could hear someone on the line but each time I opened the bridge to open for vco no response. Customer notes showed on RCS screen as a vco user. Customer called in using CRS from his phone in the residential facility where he lives and agent dialed for him to rcs where he was able to reach me and we could communicate. Note showed to me again on that call. The agent nbr was 9415 and the call went fine. Customer wonders why he can reach me and connect with relay but cannot connect when dialing direct. Customer uses Ameriphone vco phone but has no model nbr and is going to contact the company to inquire if there is any problem with his mahcine. Customer feels his machine is working fine. I apologized to the cusotmer for the inconvenience explaining I would ask relay tech to check the system to see if there were any problems and customer agreed it is fine for someone to contact him for testing purposes. Customer wanted to make some database chang	04/23/02	4/11 - 10 rings no answer. 4/15 - left msg explaining my position and resolution; 4/18 - paged customer as he called back w/ both pager # and home# .
3178F	02/11/02	21	Customer stated that the agent took it upon herself to answer a question that the caller has asked instead of referring the question to the caller and letting the caller control the call. RCS response: Thanked the customer for letting us know and assured that we would send in the info so that the issue could be investigated further. Caller did not wish to leave a name or phone nbr.	02/11/02	Agent was addressed regarding this complaint. She states that she has no recollection of this call. Agent also states that she relays everything that the outbound customer says even if they are speaking to her. Coached agent on the importance of remaining transparent and relaying everything heard. The QA dept wil monitor the agent to ensure proper procedures are being followed.

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9919	02/13/02	21	<p>This agent typing mixed up words (wrong sentences) which caused confusion. When I responded to the sup request, I identified myself to the tty user. The tty user typed @# Barb , I know you are Maggie. I then typed pls refrain from using profanity or this call will be disconnected. The tty user responded by typing I am tired of FL relay giving false name. I typed this is sup Barb, how can I help you. she then told me the problem. The tty user started complaining about relay said there are sorry for any inconvenience etc.</p>	02/14/02	<p>After receiving this complaint the agent was blind monitored. It was discovered that the agent was not typing verbatim and was omitting words when typing. When the agent was addressed regarding the complaint she said that she did not remember this call. the proper procedures that should have been followed were reviewed with the agent. it was also reviewed what the agent had been taught from their first day on the acct. Everything that is heard will be typed, nothing is to be omitted or edited. Agent also coached on the importance of relaying verbatim, explaining that when you omit words that it changes the conversation. Based on this complaint and the monitoring of this agent, disciplinary action will be taken. The agent will also be paired up with a training coach to ensure that she's following proper call procedures and typing everything that is heard.</p>

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9975	02/13/02	3	Customer called relay back and stated I was trying to tell CRS to type fast. The CRS typed slow 20 min ago. I tried to tell him to type fast he answered me and he said he is trying to get the decision from my sister and he said pls be patient I was upset. I apologized for the inconvenience and thanked the customer for providing me with the info. i informed the caller that the agent would be addressed concerning the handling of the call. Also asked the customer if they wanted to place another call.	02/15/02	Addressed agent regarding this complaint and the agent did remember handling this particular call. The agent stated that the ty user complained that he should type faster, however he was typing at the voice person's rate of speech. He stated that the voice person would pause as well as use umm and ohh often whic is what caused the delay, I informed the agent that in this situation that he should have typed (pause) when the caller pauses so that the ty user informed of what was happening with the call. i also informed the agent to alert a sup so that they may witness the call and intervene if necessary. Coached agent on the importance of keeping caller informed. I informed the agent that what he typed to the caller was not protocol and that it is considered breaking transparency. The agent agreed to adhere to all suggestion I made. I also reviewed the agent's evaluation file and found no evidence of a pattern. Overall the agent maintains a healthy detachment from the calls. Because the agent broke transparency disciplinary action will be taken.
9975	02/13/02	7			
6767	02/15/02	21	Customer states that he moved and got a new nbr. He did not use his new home ph nbr for over a month. As soon as he started using his nbr he began getting telemarketing calls. He feels Sprint is selling his nbr to telemarketers. He would like a call back from the AM regarding this.	04/23/02	Attempmts to contact customer: 4/10 - 11:05am - 10 rings no ans 4/15 - 4:20pm - Fast busy (twice) 4/23 - 12:36p - Busy - redialed 5x 4/23 - 3:23pm - 10 rings no ans

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12189	02/15/02	2	Vco person called the relay service and asked to speak to a sup. As I answered the call the vco user complained that this agent totally ignored her instructions and customer notes. He announced the relay and begun to give the explanation even though the vco had explained that the person spoke very little English. Also the customer notes gave the intended greeting info. The vco user was very understanding and accepted the apology and hoped that we would follow up with this agent. The agent was still on the floor. I spoke with the agent and he explained that this is his 2nd day on the floor and was not sure what he is supposed to do. he got nervous and started to read the explanation because the person said what is relay? The person did not understand and hung up.	02/19/02	After receiving this complaint the agent was monitored, to observe how he processed vco calls and to make sure that he was reading the customers notes and following their instructions. The agent did a great job processing several calls. The agent was addressed shortly thereafter regarding this complaint. the agent vividly remembered handling this call. he stated that eh vco user had customer notes, which stated do not announce relay say dorothy is calling thru relay. Once the line was answered the agent did use the announcement provided in the customer notes. But when the voice person asked the question what i relay I don't understand. the agent proceeded to use the explanation to explain the service. The cusotmer notes stated not to announce the call, but itt did not say that you could not explain the service. Based on the info provided and the monitoring of this agent proper procedures were followed. A CA feedback incident orm was also filled out to document what had transpired on the call. Agent is a recent graduate.
9549	02/15/02	21	The customer stated that he has not been receiving any response from agents after the call ends. For example the Alt O macro is not sent by the agents. He said this happens time after time. When he finishes talking to his party, he does not get a message to inform him if the person hung up or not. He said he wishes there was some uniformity in procedures as operators are not sticking to what they learned in training. He said on this particular call the agent did not end the ALT O macro after he voiced his message and he was waiting for a response and didn't get any response. The technicians checked his maching and nothing is wrong with it.	05/10/02	Discussed with Opr. He has no recollection of this call or a problem like this occuring. Opr is awre of porcedure to inform customer when his party has disconnected. Reminded him to be sure that to continue with tis procedure.

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7332	02/17/02	11	VCO customer uses relay often for vco to vco and usually has to call in 4 to 5 times before he gets an agent that can process vco to vco. I apologized stayed with the agent to make sure call set up went smoothly. Customer does not want a call back just wants someone aware of his problems. Didn't have any one specific agent to complain about. Apologized to cusotmer and informed would give info to training.	02/17/02	Stood by with agent. A call was set up successfully. Training adm contacted corp training mgr to advise of the complaint.
3191F	02/18/02	24	Customer says when he dials the sprint crs vco nbr he gets recording saying wait for dial tone. Apologized to the customer for the problem and recommended customer have equipment checked to be sure it is working correctly. Opened tt 04843563. Tech said the customer should have his equipment checked. i contacted customer's advocate to give her the findings from the tech	02/18/02	Contacted customer. Discussed problem and his frustration Customer doe not want to be bothered by Ctap or anyone becaue no one can solve problem. He has been very stressed out and very frustrated. I gave him my TTY nbr if he wants to contact me in the near future. He tolf be thnaks for calling. I was unable to solve his issue as our Sprint technician suggested to contact te TTY manufactory to get advise.
3198F	02/19/02	21	Caller said this agent caused a big misunderstanding during her phone conversation with a hearing person. Caller asked hearing relative to give her email address twice and the agent typed a wrong email address twice. Customer said she has a print out and it was a big problem. I apologized to the caller for the problem and let her know that a complaint would be written and the issue would be addressed to the agent.	02/23/02	Discussed with agetn and agetn understands the importance of listening to the customers. The agetn will work on being more attentive while on calls.

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12161	02/21/02	4	The caller stated that the agent did not inform her that the party had already hung up and did not tell her if the party got her last msg. She said most of our fl agents do not satisfy deaf customers. I apologized to the customer but informed her that after reading what she and the agent had typed, I found that the agent did in fact send the hung up macro after her party had hung up and that the macro is only sent when the other party has disconnected. she got mad and called me names and cut me off while I was typing and hung up.	02/21/02	Although the agent was previously addressed regarding this complaint, I spoke with the agent further to find out all that transpired on the call. The agent stated that as soon as the voice person hung up they sent the macro. While the macro was being transmitted the tty user began typing which caused garble to appear on the agent's screen. The agent sent the ur msg was garbled macro pls repeat as he thought the cusotmer was providing a second nbr to dial. The caller continued to type a msg as if the voice person was still on the line. Since agnet are not allowed to interrupt customers the agent could not send the hung up macro again. The caller typed a reather lengthy msg and after the ga was provided the agent sent the hung up macro. The customer then became angry with the agent because he did not interrupt her to let her know that the person hung up. The caller requested to speak with sup who eventually was insulted and verbally abused by the customer. The sup had indeed reviewed the agent's screen and attempted to explain what transpired however the caller disconnected. Base
1768	02/22/02	21	Customer insisted we provide a male agent that is a "nigger like me". Customer wanted a new agent. Changed with new male. Customer continued to expletives and insisted on a "nigger black" agent. Later customer upset when agent would not dial 900 nbr.	02/22/02	Several sups tried to explain we could get a new male agent but not confirm ethnicity or race. We provided a new agent. Customer eventually gave nbr to dial. 900 issue. We referred customer to 900 service for relay. Customer upset we would not place call and would not transfer call. After repeated exchanges of customer vulgarity and sup explanation of 900 svc limitations, sup informed caller that relay will need to disconnect unless new nbr given. Sup did disconnect call when explitives continued.

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3230F	02/27/02	21	Customer states that this agent did not have the LNR available and he wants to know why. RCS: Apologized to the customer and thanked him for letting us know about it and assured him that we would send in the complaint so that the problem could be investigated further. Sending to training dept to remind agent that this feature is available thru the CA contract with relay service.	02/28/02	Spoke with agent reagrding this complaint. The agent stated that when the cust came on the line they simply typed LNR GA. The agent says he thought it was garbled text therefore he sent CTRL 2 macro. The customer typed LAST NBR REDAIL, the agent became confused and asked for the nbr calling by sending the ALT 2 macro. He was not aware of the last nbr redail feature and the customer hung up. I informed the ageten of how to use the LNR feature and that if he is unsure of any procedure he must call for sup assitance to assist with the call. The ageten understood and was able to demonstrate the LNR procedure after being coached.
12203	02/28/02	4	The customer stated that the agent did not inform them when there was a change of agents. The agent did not send the ALT 3 macro until after he left my message. I apologized to the customer and informed her that I would speak with the agent as well as a member of the QA department. I spoke spoke with th agent about this complaint and he stated that he had simply forgotten to send the marco to the csutomer.	02/28/02	Addressed the agent regarding this complaint and he did inform me that he had just releived an agent from that particular call. The transition took place while the TTY user was typing the message to be left, it was a rather lengthy meassage and he had forgotten to send the macro. After leaving the message on the answering machine and sending the ALT 9 macro, (UR MSG LEFT) CA/AGENTOPR 9XXX GA, he realized that he had not logged into the system and had not sent the ALT 3 macro, (CA/AGENT/9XXX CONTINUING YOUR CALL). The agent was coached on the impoertance of keeping the customer informed especially when it comes to identifying that there is a diffrent agent handling their call. Also the agent was coached on proper procedures to be followed when relieving another agent. The agent stated that he is aware of the procedudres and will adhere to the proper procedudres
12162	02/21/02	21	Agent 7247M did not space after the GA and I didn't like it. I tanked customer for letting me know about this matter and apologized for the inconvenience.	02/25/02	Agent nbr 7247 is not assigned to any employee. Follow up with the agent is not possible. California is a multi vendor state. This may be a case of the complaint being filed with Sprint and call processed by MCI.

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12247	03/01/02	17	The customer complained that the agent threatened to hang up on her. I informed the caller that the complaint is being documented and it will also be forwarded to customer svc. The customer then threatened to bomb the FL center and I disconnected the call.	03/01/02	Immediately after the complaint was filed I addressed the agent. She stated that she processed the call following proper procedures when a recording was reached. That information was relayed to the customer and when the customer was informed that the recording hung up, she accused the agent of threatening to disconnect her call. A lead agent was present and observed the entire call as she was evaluating the agent. She too stated the same thing transpired as the agent. Based on the information gathered from all parties involved, proper procedures were followed.
12246	03/01/02	17	The customer stated that the TTY user was trying to make an appointment and wanted the agent to check and make sure the time is okay with the caller and the agent cursed at her. The agent said "god damn it" while pulling his microphone away from his face.	03/01/02	The agent was addressed regarding this complaint immediately after the complaint was made. The agent stated that the call got off to a rocky start, when he asked the voice person to repeat how she answered the phone and she basically refused to do so. Finally after several attempts to retrieve that info, it was provided. Throughout the call the voice person interrupted the agent while voicing the tty user's messages. He explained that he is unable to type while the TTY user is typing and asked if she could wait until she hears the words "GA" before she responds. This was a reoccurring problem on the call and I inquired if the TTY user had been informed of this and he responded no. I explained to the agent that if a voice person keeps interrupting, that he should inform the TTY user by typing, (person attempted to interrupt while u were typing). The agent went on to explain that he became frustrated and lost his composure on the call. He said "OH MY GOD" under his breath while pulling the microphone away from his mouth. The voice customer said, "Why are yo

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12263	03/05/02	21	The customer stated there were long delays before the agent wld time the voice person's response.	03/05/02	Immediately after the call, I addressed the agent regarding this complaint. The agt stated that the reason why he was not typing was because the voice person had not begun speaking. I informed the agent that if there are long pauses before the voice person responds that the caller shld be made aware of that by simply typing, (pause) or (person is not responding yet) something to that effect. The agt understood and was very receptive to the suggestions made. The QA dept will closely monitor the agt to ensure that all customers are kept informed.
3259F	03/06/02	29	Customer dials 1-888-877-5381 for CA Spanish operator, but the operator who answers does not speak Spanish. Supervisor Charles(9634M) assisted and informed the customer they were dialing the wrong nbr and that the correct nbr is 1 800 435 8590. I advised the supervisor that the nbr he had given the customer was for Sprint National Spanish and wld only help the customer if they were calling state to state. The customer has reported this problem and has not been contacted for follow up and the problem still exists. The customer was told in the past by a FL center sup that sometimes a Spanish speaking agt will go to break and then an English speaking agt will sit at the same position not realizing it is gated for Spanish. The customer asked that I forward this complaint to the call center where Charles is located as well as training. The customer wld like follow up from the acct mgr as soon as possible.	03/07/02	After receiving this complaint, addressed the agt and sup regarding this complaint. The agt stated that after reaching an answering machine message, which was in Spanish, she informed the caler that the msg was in Spanish and that she does not understand Spanish. The customer then requested a sup. Supervisor Charles assisted the agt on the call. He stated that the customer asked for the correct nbr for Spanish Relay at which time he provided 1-800-435-8590. He customer informed Charles that the nbr he provided was incorrect as he always dials 1-888-877-5381. He requested that Charles contact Cusomer Service to find out which nbr was correct. Charles proceeded to contact Customer Service. The rep stated that both nbrs are correct for Spanish Reiaiy. Then the customer filed a complaint stating that when he dials 1-888-877-5381, English agts are receiving the calls as opposed to Spanish agts. The rep informed him that she wld enter a trouble ticket since this seemed to be a technical matter. Charles was informed that the nbr that he provided the customer

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4567	03/06/02	26	Customer just wanted to inform us that agent 9467M's equipment garbled badly and shld have it checked. The gave us no information. I told the customer I wld inform the agent's supervisor.	03/08/02	I spoke with our on-site technicians regarding this complaint and was informed that due to the lack of information, a trouble ticket can not be entered. However, Call Center Technical Support is currently investigating this matter. I also addressed the agent regarding this complaint and informed him that if a customer complains of garble that a supervisor shld be alerted so that they may get the necessary information so that a trouble ticket may be entered.
12262	03/06/02	17	Customer complained that agent 9887M was very unprofessional throughout his call.	03/07/02	After investigating this complaint discovered that this nbr belongs to a female agent whom did not work on this particular day. I also reviewed the Rockwell reporting to find out if another agent accidentally logged into the system under an incorrect ID nbr however that was not the case. It was discovered that no one was logged into the system under 9887 on March 6th. No further follow up possible.
12276	03/07/02	21	The caller stated that the agent processed a call from a Senator to his/her number at 3:45p.m. and 3:57p.m. and that the agent kept threatening that the message was garbled. For more than one minute the agent kept sending "MSG GARBLED PLS REPEAT) macro and only message transmitted on his/her TTY was "Hi I'm Susana." An attempt was made to apologize to the customer, however they hung up before I cld finish typing.	03/09/02	After investigating this complaint discovered that this nbr belongs to an agent whom did not work on this particular day. I also received the Rockwell Report to find out if another agent accidentally logged into the system under an incorrect ID nbr however that was not the case. It was discovered that no one was logged into the sytem under 9887 on March 7th.
10874	03/11/02	30	This customer has been charged by Sprint for placing calls through Sprint CRS even though there is a promotion of FREE LD calls. He has faxed me the phone statement. He has claimed he used 888-877-5380 ASCII and 877 735 2929 TTY to connect with Sprint CRS.	03/12/02	He requested to remove AT&T and leave it blank for long distance. Faxed him more info on database form. 3/12/02
3275F	03/11/02	10	Customer states that he asked for HCO and typed, "Do not type" and still the agent typed to him.	03/19/02	Addressed the agent regarding this complaint. He stated that he does not have problems wen processing HCO calls. The agent was coched on the proper way to process HCO calls.
6800	03/12/02	21	Customer was upset that the agent sent the alt 1 "person hung up" when no live person was ever on the line. Line was answered by a recording.		Spoke to agent informed him in the future to say line disconnected or recording hung up.

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3283F	03/13/02	05	<p>Caller told opr that he is HCO and please do not type to him. Caller then said operator just disconnected on him.</p>	03/19/02	<p>Addressed the agent regarding this complaint and she stated that she did remember receiving this particular call. The agent stated that immediately after the caller informed her that he wanted to use HCO the red box appeared on her screen, which indicates that the caller disconnected. It did not strike her as odd because the same things occurred earlier that day. She assumed the caller simply changed his mind about making the call. I informed the agent to report this type of occurrence to a supervisor so that they may notify one of our on-site technicians to check the terminal for technical difficulties. The agent was also encouraged to document incidents of this nature on a CA feedback form so in the event that we receive a complaint, we will have that information on file. The Rockwell reporting was closely reviewed and it was discovered that the agent's numbers were normal. In addition, the agent was coached extensively on how to process various types of HCO calls as she expressed unfamiliarity with HCO calls. The agt was provided with numerous procedu</p>
6804	03/13/02	35	<p>Customer called in computer showed customer calling from TN to NY using CA Relay. Alternate billing window appeared when the CA dialed out. The CA attempted to get billing info & explain situation to customer. Customer wid not give information & CA rang for supervisor. I assisted for several minutes & customer began to swear & tell CA to put call thru or he wid talk to her supervisor. CA offered Supervisor & customer agreed I came on the line & attempted to explain the situation. Customer kept insisting the call be put thru. I attempted to explain to customer what may have happened. I explained that they were calling from TN to NY thru the CA Relay. This may be why the billing window came up. The customer insisted he was not calling from there. I asked the customer where he/she was calling from. He/she responded that I knew that infor & to just put the call thru for free. I explained that the free long distance only if the call was placed from CA or to CA. I explained that if the caller was calling from CA the call cid be placed that way, but the computer did not show that. I again</p>	03/13/02	<p>No further action possible.</p>

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12327	03/14/02	21	Voice customer stated that agent 9281 F did not follow correct procedure. She did not announce relay, she only said "okay, okay hold on"	03/20/02	After receiving this complaint, the agent was monitored to further investigate. The agent announced calls appropriately, in fact after reviewing her performance file; she has never received a low mark for not announcing the relay service. The agent was addressed regarding this complaint however she had no recollection of the call. The agent was coached on the importance of announcing all calls and using the appropriate announcement for the specific call-type. The agent was receptive to the feedback provided. In addition, the QA department will continue to monitor the agent to ensure all calls are announced properly.
1793	03/14/02	7	TTY user was upset because they said at 2:05p they received a call where agent typed so slow that the voice person wound up hanging up on them. Said that typing that slow was unacceptable and cost them a call as they typed was to slow.	04/02/02	CA lowered typing speed to combat garbling. Unable to reach customer.
12334	03/20/02	1	Customer complained that agent 9012M needs to work on his typing speed. Also when the agent was asked to dial the nbr there was a long delay. I thanked customer for bringing to my attention and assured the customer the agent would be addressed. I also apologized to the customer for the inconvenience caused.	03/22/02	After receiving this complaint the agent was monitored to further investigate. However when he was monitored he connected all calls in under 6 sec. The agent was addressed regarding this complaint however he stated that he does not recall taking excessive amount of time to connect any calls. The agent was required to take a typing test, which revealed that he typed 86 wpm. His speed clearly exceeds job requirements. The agent was coached on the importance of adhering to the 6 sec policy on every call. Will be closely monitored by QA dept.
12334	03/20/02	7			
12335	03/21/02	29	The caller inquired about why their call was branded BRDU when in fact they are not blind. Caller stated that the greeting took too long to completely display across the screen. I informed the caller that the BRDU branding is a customer svc and the caller asked to be transferred to customer svc.	03/26/02	It indicates no BRDU branding on this # and the reason for this slow typing may be due to a person using this line prior requested slow typing then automatically branded - we have changed it to tty to be sure -

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12339	03/21/02	5	VCO user stated that agent was rude and disconnected call. I apologized to the customer and informed them I would document the complaint.	03/21/02	After receiving complaint the agent was monitored for further investigation. Addressed the agent regarding this complaint and she stated that she is never rude to customer's nor would she hang up on a customer. However the agent was coached on the importance of being warm and courteous to all customers. Informed of consequences of call disconnection.
12339	03/21/02	17			
3319F	03/22/02	21	Customer states that this CA was rude and unpleasant on her call and that she usually has a very good experience with all relay ops. This was on a business call with a deaf client and the customer was on her cell phone and wanted to give her email address to the client. She gave her email address and then asked the agent if they got it or needed it repeated. The agent did not answer but typed to her client everything she said. Agent would not answer no or yes but just said he could not become part of the conversation and kept typing everything that she said to her client which caused the call to be very confusing. Finally the client said that the agent could not interrupt on the call.	03/25/02	Based on the information provided, the agent followed proper procedures in remaining transparent in addition to defining his role. However the agent was coached on the importance of being warm and courteous to every customer at all times. Reviewed agent's performance file and he has always received exceptional scores in regards to phone image and transparency.
6820	03/26/02	21	I spent 52 mins with caller. She is very upset with Relay svc especially FL. She wants us to stop hiring foreigners. Lots of complaints which I could not address. I suggested she speak w/ customer Svc or account mgr.	03/26/02	No agent ID - general info. This customer refused to take suggestions to talk w/ acct mg or customer svc.
10876	03/28/02	30	This customer faxed me phone statement along with a letter saying that customer was charged through Sprint CRS even though the special promotion for FREE LD. Wants me to check it out. Rec'd fax statement. Referred to technician to investigate on this matter further whether these calls were made through Sprint CRS or directly on tty to tty. This customer uses Spanish nbr.	04/02/02	The technician discovered that through call detail report search these calls were not through relay. This customer said family members also calls these nbrs- it may explain why charges appeared. He understood that any direct calls tty-tty or V-V will be charged.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3337F	03/28/02	2	Customer has call notes "opr: if you are leaving soon, give this call to another opr. no changing"- On an important call to her bank opr 9037F made a change to another agent and the customer didn't even know about it until clear at the end of the call when it was agent 9409M that ended the call. This surprised the customer and she asked how long agent 9409M had been on the call and he said approximately 24 minutes. The customer did not like this at all. RCS response: Thanked the customer for letting us know and assured that we would turn in the complaint so that it could be investigated further.	04/02/02	After receiving this complaint both agents were addressed. Agent 9307F stated that she did not read the customer notes before proceeding to process the call. Shortly after agent 9409M relieved her from the call. Agent 9409M stated that the customer notes were not visible as the log box hid them. Once he had logged in he noticed that the notes stated not to relieve the call. At this point the previous agent had already left therefore he had to continue the call. He stated that he did not inform the customer that he was relieving the call by sending the ALT 3 macro, because he did not want the customer to be upset. Both agents were coached on the importance of adhering to customer notes. They were also coached on the proper procedures to follow when relieving or being relieved from a call. As a result of not following procedures disciplinary action will be taken against both agents.
3337F	03/28/02	4			
3341F	03/29/02	7	Customer reports feeling that CRS service is slow, meaning CA's slow. I apologized to the customer for the problem and asked if they wanted further contact, which they declined. I thanked the customer for letting us know and informed them that each agent's supervisor would be made aware of this for follow-up with each agent.	04/01/02	After researching this complaint discovered that none of the agents mentioned types below requirements. Each agent's performance file was reviewed and all of them have received high marks for their typing speed. However, the QA department will monitor the agents to ensure that they continue to relay above relay requirements.
12363	03/31/02	1	The customer typed out a long message to be left on the answering machine. The agent was instructed to leave the message and if the answering machine timed out redial to finish leaving the message. The customer did not receive a response back from the customer and eventually she disconnected. Apologized to the customer for the inappropriate handling of her call. Also informed the customer that her complaint would be documented and forwarded to the appropriate department.	04/11/02	Spoke with the agent regarding this complaint however she stated that she did not remember handling this particular call. The agent was coached on the importance of following customer's requests and keeping them informed at all times of what is transpiring on a call. The QA department blind monitored the agent and the calls were processed according to relay policies. However we will follow up with evaluations and scans.
12363	03/31/02	4			

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12358	03/27/02	3	TTY user instructed agent to dial 856 area code but instead the agent dialed 310 area code. The agent did not follow the customer's instructions. I apologized to the customer for the inconvenience and informed him that I would address the matter with the agent.	03/27/02	Immediately after receiving this complaint the agent was addressed by the supv. The agent stated that she forgot to change the area code and only entered the remaining seven digits. She stated once the dialing macro displayed across the screen she realized that she had misdialed. She immediately released the line however the TY user disconnected shortly thereafter. The agent was instructed to double check the number to prevent this from occurring. The agent was receptive to the feedback and stated that she was going to apologize to the customer however was not given the opportunity. Agent was also coached on how to request immediate credit for a customer if wrong number dialed.