

North Carolina

2002

COMMENDATION	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTALS
Agents	0	0	0	0	0	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0												

SERVICE COMPLAINTS	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTALS	
#00 Answer Wait Time	0	1	0	1	0	0	0	0	0	0	0	1	3	
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	1	0	1	
#02 Didn't Follow Database Inst.	1	0	0	0	0	0	0	0	0	0	0	0	1	
#03 Didn't Follow Cust. Instruct.	2	1	1	1	1	2	0	0	0	0	1	2	11	
#04 Didn't Keep Cust. Informed	0	1	0	4	0	1	0	0	0	0	2	0	8	
#05 Agent Disconnected Caller	3	2	0	1	3	1	0	0	0	1	0	0	11	
#06 Poor Spelling	1	1	0	1	0	0	0	0	0	0	0	0	3	
#07 Typing Speed/Accuracy	1	0	0	1	0	2	0	0	0	0	0	1	5	
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	
#09 Everything Relayed	0	0	0	1	0	0	1	0	2	0	0	0	4	
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	
#11 VCO Procedures Not Followed	0	0	1	3	2	0	0	0	0	0	0	0	6	
#12 Two-Line VCO Procedures Not Fo	0	0	0	0	0	0	0	0	0	0	0	0	0	
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	
#17 Agent Was Rude	3	1	1	2	1	1	1	0	4	1	2	1	18	
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	
#21 Other Service Type:	1	3	2	4	0	0	3	0	1	2	3	2	21	
TOTAL	12	10	5	19	7	7	5	0	7	4	9	7	0	92

TECHNICAL COMPLAINTS	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTALS	
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	
#23 Charged for Local Call	0	1	0	0	0	0	0	0	0	0	0	0	1	
#24 Trouble Linking Up	1	0	0	0	2	2	0	2	1	0	0	0	8	
#25 Line Disconnected	0	0	0	0	1	0	0	0	0	0	0	0	1	
#26 Garbled Message	1	0	0	0	1	0	0	0	0	0	0	0	2	
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	
#28 Spit Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	
#29 Other Technical Type:	1	0	1	0	2	3	2	0	0	2	0	1	12	
TOTAL	3	1	1	0	6	5	2	2	1	2	0	1	0	24

MISC COMPLAINTS	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTALS	
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31 TTY Operator Service	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32 900 Number Access	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33 Carrier of Choice	0	0	0	0	0	1	0	0	0	0	0	0	1	
#34 Network Recording	0	0	0	0	0	0	0	0	0	1	0	0	1	
#35 Other Miscellaneous Type:	0	1	0	0	0	0	0	0	0	0	0	0	1	
TOTAL	0	1	0	0	0	1	0	0	0	1	0	0	3	
TOTAL	15	12	6	19	13	13	7	2	8	7	9	8	0	119

#36 Branding/Database entry	4	9	6	5	3	5	4	1	2	5	7	6	57	
#37 Request Directory Assistance	7	7	6	4	6	10	4	5	13	7	5	5	79	
#38 Test Calls	18	12	10	22	17	13	3	18	14	8	11	15	161	
#39 Instructions/General	80	89	104	91	84	162	110	122	96	81	83	94	1196	
#40 Send Information	3	3	8	2	8	6	7	7	4	8	4	4	62	
#41 Billing Question	3	3	1	8	5	13	4	2	6	6	3	5	59	
#42 Purchase TDD	26	35	39	51	28	40	19	48	36	32	25	33	412	
#43 Referred to LEC	42	34	36	45	41	143	142	58	44	37	42	38	702	
#44 Wanted Sprint Cust Svc	5	9	9	13	8	15	10	16	18	16	4	3	126	
#45 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	188	201	217	241	200	407	303	277	233	200	184	203	0	2854

#48 Request Relay Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	0	0												
TOTAL CONTACT	203	213	223	260	213	420	310	279	241	207	183	211	0	2973

North Carolina

2001

COMMENDATION	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTALS
Agents	0	0	0	2	0	0	0	0	0	0	5	0	7
Service	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	2	0	0	0	0	0	0	5	0	7

SERVICE COMPLAINTS

#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	1	0	0	1	0	0	2
#02 Didn't Follow Database Inst.	0	0	0	0	2	0	0	0	0	0	0	0	2
#03 Didn't Follow Cust. Instruct.	0	0	0	3	1	1	3	1	0	3	1	0	13
#04 Didn't Keep Cust. Informed	1	0	1	2	3	0	2	0	0	0	1	0	10
#05 Agent Disconnected Caller	0	0	2	0	0	0	0	1	0	0	1	0	4
#06 Poor Spelling	0	0	0	1	0	0	0	0	0	0	0	0	1
#07 Typing Speed/Accuracy	0	0	0	0	2	0	0	0	0	1	0	0	3
#08 Poor Voice Tone	0	0	0	1	0	1	0	0	0	0	0	0	2
#09 Everything Relayed	0	0	0	1	0	0	0	0	0	1	0	0	2
#10 HCO Procedures Not Followed	1	0	0	0	0	0	0	0	0	0	0	0	1
#11 VCO Procedures Not Followed	1	0	0	1	1	0	1	0	0	0	0	0	4
#12 Two-Line VCO Procedures Not Fo	0	0	0	0	0	0	0	0	0	0	0	1	1
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	1	0	0	0	0	0	0	1
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	1	0	1
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	1	2	0	0	1	0	0	1	1	0	2	0	8
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	2	0	0	2
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Service Type:	0	0	3	3	2	2	2	2	0	1	1	1	17
TOTAL	4	2	6	12	12	5	9	5	1	9	7	2	74

TECHNICAL COMPLAINTS

#22 Lost Branding	0	0	0	0	0	0	2	0	0	0	0	0	2
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	1	0	0	0	0	1	1	1	0	1	0	0	5
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	1	2	0	1	1	0	0	5
#27 Database Not Available	0	0	0	0	0	1	0	0	0	0	0	0	1
#28 Spit Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29 Other Technical Type:	0	0	1	0	1	1	1	0	2	5	2	1	14
TOTAL	1	0	1	0	1	4	6	1	3	7	2	1	27

MISC. COMPLAINTS

#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 TTY Operator Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 900 Number Access	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	1	0	0	0	0	0	0	0	0	0	1
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	1	1
#35 Other Miscellaneous Type:	0	0	1	2	0	2	0	0	0	0	0	0	5
TOTAL	0	0	2	2	0	2	0	0	0	0	0	1	7

TOTAL COMPLAINTS

TOTAL COMPLAINTS	5	2	9	14	13	11	15	6	4	16	9	4	108
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OTHER CALLS

#36 Branding/Database entry	4	0	2	2	1	6	4	4	1	2	6	6	38
#37 Request Directory Assistance	6	11	14	8	5	5	5	4	4	10	5	5	82
#38 Test Calls	9	3	6	11	13	12	28	20	8	7	12	15	144
#39 Instructions/General	37	29	33	38	64	67	44	111	75	106	98	94	796
#40 Send Information	4	5	4	7	6	6	3	7	7	7	9	4	69
#41 Billing Question	6	6	6	4	5	3	6	4	4	4	4	5	57
#42 Purchase TDD	27	17	23	32	28	43	37	35	28	32	33	33	368
#43 Referred to LEC	31	17	28	23	137	87	80	56	41	39	38	38	615
#44 Wanted Sprint Cust Svc	8	8	18	4	26	11	8	9	6	6	4	3	109
#45 Other	35	30	48	40	109	81	47	0	0	0	0	0	390
TOTAL	167	124	182	169	394	321	262	250	174	213	209	203	2668

NON-STATE REPORTED

#46 Request Relay Number	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0												
TOTAL CONTACT	172	126	191	185	407	332	277	256	178	229	223	207	2783

AZ	Contacts reported by Paul DeMarco-Wogstad	NY	Contacts reported by Sydney Thomas
FL	Contacts reported by Walter Berger	OH	Contacts reported by Diana Hatton
LU	Contacts reported by Angela Dauner	SD	Contacts reported by Scott Dinnell
MD	Contacts reported by Bertha Carter	TX	Contacts reported by Sharon Behringer
MN	Contacts reported by Joan Schuh	CS	Contacts reported by Customer Service
MO	Contacts reported by Lezee Brown	AM	Contacts reported by Mark Tauscher
NM	Contacts reported by Creighton Grotbeck		

Please check one:

_____ Relay North Carolina
_____ Video Relay Service

CUSTOMER SATISFICATION REPORT

Customer's Name (optional)

Address: _____

Deaf _____ **Hard of Hearing** _____ **Deaf/Blind** _____ **Speech Impaired** _____ **Hearing** _____

1. Briefly describe the situation. _____

2. What was the relay operator or VRS interpreter's number? _____

3. What date and time did this occur? _____

4. Explain the situation you faced with the operator or interpreter. _____

5. Other comments: _____

