FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
SEPTEMBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49367	9/1/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/1/01
49368	9/1/01	C/S RREPRESENTATIVE WAS RUDE	SUPERVISOR COACHED C/S REP	9/5/01
49378	9/2/01	RO WAS RUDE	SUPERVISOR COACHED RO	9/7/01
49380	9/2/01	ROs ARE NOT PROVIDING ID NUMBERS	UNABLE TO IDENTIFY RO	9/2/01
49383	9/2/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	9/10/01
49389	9/3/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/5/01
49393	9/3/01	RO WAS YAWNING DURING A CALL	UNABLE TO IDENTIFY RO	9/5/01
49394	9/3/01	DIFFICULTY HEARING C/S REPRESENTATIVE	HEADSET REPLACED; RESOLVED	9/19/01
49406	9/4/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/4/01
49412	9/4/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	9/13/01
49420	9/4/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	9/25/01
49428	9/5/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/5/01
49429	9/5/01	RO SPELLNG ACCURACY	SUPERVISOR COACHED RO	9/7/01
49430	9/5/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/5/01
49431	9/5/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/7/01
49434	9/5/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/6/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
SEPTEMBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49445	9/5/01	CA WAS INATTENTIVE	SUPERVISOR COACHED CA	9/25/01
49449	9/5/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/14/01
49454	9/6/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/6/01
49457	9/6/01	RO DID NOT FOLLOW DIRECTIONS	SUPERVISOR COACHED RO	9/10/01
49464	9/6/01	CA WAS INATTENTIVE	SUPERVISOR COACHED CA	9/25/01
49465	9/6/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/25/01
49472	9/7/01	ASCII CONNECTION NOT SUCCESSFUL	TECHNICIANS UNABLE TO DUPLICATE	9/14/01
49473	9/7/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/7/01
49475	9/7/01	ASCII CONNECTION NOT SUCCESSFUL	TECHNICIANS UNABLE TO DUPLICATE	9/14/01
49476	9/7/01	PROFILED FOR AT&T, RECEIVED MCI BILL	PROFILE UPDATED	9/11/01
49481	9/7/01	RO SPELLNG ACCURACY	SUPERVISOR COACHED RO	9/11/01
49490	9/8/01	RO HUNG UP	SUPERVISOR COACHED RO	9/11/01
49491	9/8/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/8/01
49501	9/9/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/9/01
49505	9/9/01	VCO PROFILE NOT WORKING	PROFILE UPDATED	9/12/01
49513	9/10/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/10/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
SEPTEMBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49517	9/10/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/10/01
49538	9/12/01	RO WAS RUDE	SUPERVISOR COACHED RO	9/29/01
49539	9/12/01	RO ACCURACY	SUPERVISOR COACHED RO	9/12/01
49547	9/12/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/25/01
49558	9/13/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/13/01
49560	9/13/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	9/25/01
49561	9/13/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/29/01
49564	9/13/01	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	9/17/01
49566	9/13/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	9/26/01
49567	9/13/01	CUSTOMER COULD NOT UNDERSTAND CA	SUPERVISOR COACHED CA	9/27/01
49585	9/14/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/20/01
49588	9/14/01	CA HAS A BAD ATTITUDE	SUPERVISOR COACHED CA	9/27/01
49591	9/14/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/25/01
49592	9/14/01	RO WAS NOT PROFESSIONAL	SUPERVISOR COACHED RO	9/17/01
49597	9/14/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/25/01
49598	9/14/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
SEPTEMBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49606	9/15/01	RO INTERRUPTED	SUPERVISOR COACHED RO	9/20/01
49611	9/15/01	RO TYPING SPEED	SUPERVISOR COACHED RO	9/20/01
49612	9/15/01	CA WAS INATTENTIVE	SUPERVISOR COACHED CA	9/25/01
49613	9/15/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	9/15/01
49614	9/15/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	9/18/01
49615	9/15/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/15/01
49624	9/16/01	RO WAS RUDE; HUNG UP	SUPERVISOR COACHED RO	9/25/01
49627	9/16/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	9/20/01
49628	9/16/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	9/20/01
49629	9/16/01	CA DOESN'T UNDERSTAND CUST	SUPERVISOR COACHED CA	9/16/01
49630	9/16/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	9/20/01
49631	9/16/01	RO PROVIDED POOR SERVICE	SUPERVISOR COACHED RO	9/28/01
49632	9/16/01	RO DIDN'T FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/26/01
49633	9/16/01	RO HUNG UP	SUPERVISOR COACHED RO	9/19/01
49635	9/16/01	RO HUNG UP	SUPERVISOR COACHED RO	9/22/01
49646	9/17/01	"ALL CIRCUITS BUSY" ON STS NUMBER	LEC ISSUE	9/19/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
SEPTEMBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49648	9/17/01	RO SPELLING; TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	9/20/01
49651	9/17/01	RO SPELLING	UNABLE TO IDENTIFY RO	9/17/01
49657	9/18/01	UNABLE TO REACH CRS 900 NUMBER	TECHNICIANS UNABLE TO DUPLICATE	10/3/01
49659	9/18/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	9/20/01
49668	9/18/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/18/01
49671	9/18/01	RO DID NOT SPELL A NAME CORRECTLY	SUPERVISOR COACHED RO	9/20/01
49680	9/18/01	RO PROVIDED DIFFERENT TERM NAME	SUPERVISOR COACHED RO	9/20/01
49682	9/18/01	ROs SPELLING; DO NOT TRANSLATE ASL	UNABLE TO IDENTIFY RO	9/20/01
49683	9/18/01	OVERCHARGED FOR LOCAL CALLS	REFERRED TO LEC	9/20/01
49684	9/19/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	9/27/01
49689	9/19/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/19/01
49699	9/19/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	9/27/01
49706	9/19/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/26/01
49708	9/19/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/26/01
49710	9/19/01	CUSTOMER UNHAPPY WITH CA	UNABLE TO IDENTIFY CA	9/28/01
49717	9/20/01	CA WAS RUDE	SUPERVISOR COACHED CA	9/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
SEPTEMBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49721	9/20/01	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	9/27/01
49723	9/20/01	UNABLE TO REACH CRS 900 NUMBER	TECHNICIANS UNABLE TO DUPLICATE	9/29/01
49727	9/20/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/20/01
49731	9/20/01	CA VOICE CLARITY	SUPERVISOR COACHED CA	9/25/01
49733	9/20/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	9/20/01
49735	9/20/01	C/S REPRESENTATIVE WAS RUDE	SUPERVISOR COACHED C/S REP	9/21/01
49740	9/20/01	C/S REPS GAVE INCORRECT INFORMATION	SUPERVISOR COACHED C/S REPS	9/21/01
49741	9/20/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	10/3/01
49743	9/20/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	9/20/01
49750	9/21/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/21/01
49752	9/21/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/26/01
49759	9/21/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/1/01
49768	9/21/01	RO DID NOT PROVIDE INFO FROM A CALL	SUPERVISOR COACHED RO	10/1/01
49772	9/22/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/1/01
49773	9/22/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/30/01
49774	9/22/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/4/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
SEPTEMBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49783	9/23/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/28/01
49788	9/24/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	10/1/01
49794	9/24/01	RO ACCURACY SPELLING	SUPERVISOR COACHED RO	9/26/01
49800	9/24/01	RO DID NOT FOLLOW DIRECTIONS; RUDE	SUPERVISOR COACHED RO	10/3/01
49802	9/24/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	10/3/01
49814	9/25/01	RO HUNG UP	UNABLE TO IDENTIFY RO	9/26/01
49818	9/25/01	RO ACCURACY SPELLING	SUPERVISOR COACHED RO	9/28/01
49844	9/26/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	9/27/01
49845	9/26/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	9/26/01
49868	9/27/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/1/01
49869	9/27/01	RO HUNG UP	SUPERVISOR COACHED RO	10/4/01
49892	9/28/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	9/28/01
49907	9/28/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/3/01
49911	9/28/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	10/3/01
49923	9/29/01	RO EPSLLING ACCURACY; SPEED	UNABLE TO IDENTIFY RO	10/3/01
49944	9/30/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/3/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49956	10/1/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/10/01
49968	10/1/01	GENERAL SERVICE COMPLAINT	SPECIFIC RO NUMBER NOT PROVIDED	10/1/01
49974	10/1/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/18/01
49976	10/1/01	CUSTOMER SERVICE RINGING, NO ASNWER	TEMPORARILY HIGH CALL VOLUME	10/1/01
50001	10/2/01	RECEIVED MCI BILL, WANTS DIFFERENT IXC	PROFILE UPDATED	10/3/01
50014	10/2/01	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	10/2/01
50016	10/2/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/30/01
50017	10/2/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	10/30/01
50019	10/2/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	10/10/01
50023	10/2/01	RO's COULD NOT UNDERSTAND STS USER	USER DIALED 711; EXPLAINED PROCEDURE	10/2/01
50024	10/2/01	RO SPOKE TOO FAST ON MESSAGE	SUPERVISOR COACHED RO	10/10/01
50038	10/3/01	FAST BUSY ON OUT-GOING 800 NUMBERS	TECHNICAL ISSUE; RESOLVED	10/3/01
50044	10/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/11/01
50047	10/3/01	RO's DO NOT FOLLOW PROFILE	UNABLE TO IDENTIFY RO	10/3/01
50053	10/3/01	RO RELIEF TOOK TOO LONG	SUPERVISOR COACHED RO	10/15/01
50054	10/3/01	RO WAS RUDE	SUPERVISOR COACHED RO	11/1/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50059	10/3/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	10/3/01
50063	10/3/01	CA DID NOT GIVE ID NUMBER IN ENGLISH	711 CALL MISROUTED TO SPANISH, NOT STS	10/3/01
50081	10/4/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/10/01
50082	10/4/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/9/01
50096	10/4/01	RO's ARE INATTENTIVE	UNABLE TO IDENTIFY RO	10/9/01
50097	10/4/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	10/8/01
50105	10/4/01	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	10/4/01
50107	10/4/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	10/30/01
50108	10/4/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	10/30/01
50111	10/4/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/4/01
50116	10/4/01	RO DID NOT PROVIDE ID OR GENDER	SUPERVISOR COACHED RO	10/10/01
50131	10/5/01	"DEAD AIR" ON A CALL TO CRS	TECHNICIANS UNABLE TO DUPLICATE	10/5/01
50134	10/5/01	RECEIVED "KV" INSTEAD OF "GA"	TECHNICIANS UNABLE TO DUPLICATE	10/10/01
50157	10/5/01	RO TRANSFERRED 711 CALL INCORRECTLY	SUPERVISOR COACHED RO	10/17/01
50159	10/5/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	10/8/01
50193	10/7/01	CA WAS NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED CA	10/22/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50194	10/7/01	CA's ARE NOT FOLLOWING PROCEDURE	SUPERVISOR COACHED CAs	10/22/01
50195	10/7/01	CA WAS NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED CA	10/22/01
50204	10/8/01	DELAY IN ACTIVATING CALLER PROFILE	CALLER PROFILE UPDATED	10/10/01
50210	10/8/01	ROs ARE INATTENTIVE	UNABLE TO IDENTIFY RO	10/9/01
50214	10/8/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	10/11/01
50215	10/8/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	10/30/01
50216	10/8/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	10/13/01
50219	10/8/01	RO TYPED TO STS USER	SUPERVISOR COACHED RO	10/17/01
50232	10/9/01	RO WAS NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	10/11/01
50250	10/9/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	10/11/01
50251	10/9/01	RO DID NOT CORRECT MISTAKES	SUPERVISOR COACHED RO	11/1/01
50269	10/10/01	RO HUNG UP	SUPERVISOR COACHED RO	10/11/01
50271	10/10/01	RO TRANSFERRED STS TO C/S	SUPERVISOR COACHED ROs	10/10/01
50274	10/10/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/14/01
50281	10/10/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	10/18/01
50286	10/10/01	GENERAL SERVICE COMPLAINT	UNABLE TO IDENTIFY RO	10/10/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50287	10/10/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	10/18/01
50288	10/10/01	SUPERVISOR WAS NOT HELPFUL	MANAGER COACHED SUPERVISOR	10/18/01
50289	10/10/01	ROs ARE NOT FAMILIAR WITH STS	SUPERVISOR COACHED ROs	10/10/01
50294	10/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	10/11/01
50298	10/11/01	RO DID NOT KEEP CUSTOMER INFORMED	SUPERVISOR COACHED RO	10/25/01
50305	10/11/01	RO TRANSFERRED 911 CALL TO C/S	SUPERVISOR COACHED RO	10/20/01
50306	10/11/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	11/1/01
50311	10/11/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	10/25/01
50316	10/11/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/16/01
50317	10/11/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/16/01
50334	10/12/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	10/19/01
50335	10/12/01	CAs CANNOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY RO	10/13/01
50340	10/12/01	RO TRANSFERRED STS CALL INCORRECTLY	SUPERVISOR COACHED RO	10/20/01
50345	10/12/01	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	10/12/01
50346	10/12/01	CA IS AVOIDING CALLS FROM CUSTOMER	SUPERVISOR COACHED CA	10/12/01
50347	10/12/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/12/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50362	10/13/01	GENERAL SERVICE COMPLAINT	UNABLE TO IDENTIFY RO	10/13/01
50371	10/14/01	BAD CONNECTION THROUGH 711	TECHNICIANS UNABLE TO DUPLICATE	10/19/01
50383	10/14/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/14/01
50404	10/15/01	WRONG BILLING OPTION	PROFILE UPDATED	10/16/01
50407	10/15/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	11/1/01
50408	10/15/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/1/01
50410	10/15/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	10/24/01
50411	10/15/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	10/17/01
50414	10/15/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	10/15/01
50415	10/15/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/15/01
50416	10/15/01	RO INTERRUPTED ON A CALL	SUPERVISOR COACHED RO	10/17/01
50420	10/15/01	RO TRANSFERRED CALL INCORRECTLY	SUPERVISOR COACHED RO	11/1/01
50421	10/15/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50425	10/15/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	10/23/01
50427	10/15/01	CA WAS INATTENTIVE	UNABLE TO IDENTIFY RO	10/16/01
50428	10/15/01	CAs ARE NOT FOLLOWING INSTRUCTIONS	UNABLE TO IDENTIFY RO	10/20/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50433	10/15/01	CAs CAN NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY RO	10/15/01
50443	10/16/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	11/1/01
50445	10/16/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	10/17/01
50446	10/16/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/16/01
50447	10/16/01	WRONG BILLING OPTION	FORWARDED FOR BILLING ADJUSTMENT	10/16/01
50451	10/16/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	10/16/01
50458	10/16/01	RO PROVIDED INCORRECT TONE OF VOICE	SUPERVISOR COACHED RO	10/25/01
50474	10/17/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	10/17/01
50475	10/17/01	ROs ARE NOT FOLLOWING INSTRUCTIONS	UNABLE TO IDENTIFY RO	10/17/01
50476	10/17/01	RO HUNG UP	SUPERVISOR COACHED RO	11/1/01
50481	10/17/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50493	10/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/24/01
50494	10/18/01	RO HUNG UP	SUPERVISOR COACHED RO	10/25/01
50496	10/18/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	10/25/01
50497	10/18/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	10/21/01
50505	10/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/30/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50508	10/18/01	CA DID NOT RESPOND	SUPERVISOR COACHED CA	10/21/01
50510	10/18/01	CA DID NOT ANNOUNCE ID NUMBER	SUPERVISOR COACHED CA	10/18/01
50514	10/18/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50522	10/19/01	ROs DO NOT UNDERSTAND STS CUSTOMER	UNABLE TO IDENTIFY RO	10/19/01
50523	10/19/01	RO HUNG UP	SUPERVISOR COACHED RO	10/24/01
50526	10/19/01	TTY TONES WHEN CALLING 711	EXPLAINED PROCEDURE	10/19/01
50530	10/19/01	ROs ARE PROVIDING INFO FROM SCREEN	UNABLE TO IDENTIFY RO	10/22/01
50533	10/19/01	RO TYPED SHORT RECORDED MESSAGE	EXPLAINED PROCEDURE	11/1/01
50534	10/19/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/19/01
50542	10/19/01	RO WAS RUDE TO STS CUSTOMER	UNABLE TO IDENTIFY RO	10/19/01
50544	10/19/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50545	10/19/01	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	10/19/01
50546	10/19/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	10/25/01
50548	10/19/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	10/19/01
50549	10/19/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	11/1/01
50555	10/19/01	RO SOUNDED MECHANICAL: TOO FAST	SUPERVISOR COACHED RO	11/1/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50559	10/20/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/20/01
50564	10/20/01	RO TRANSFERRED CALL INCORRECTLY	SUPERVISOR COACHED RO	10/28/01
50567	10/20/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/1/01
50569	10/20/01	RO HAD BAD VOICE INFLECTION	SUPERVISOR COACHED RO	10/25/01
50577	10/21/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50581	10/21/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50583	10/21/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50584	10/21/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50588	10/21/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	10/27/01
50595	10/22/01	BUSY SIGNAL DIALING 711	PBX ISSUE; REFERRED TO PBX PROVIDER	10/22/01
50596	10/22/01	CAs DON'T KNOW HOW TO HANDLE CALLS	UNABLE TO IDENTIFY RO	10/22/01
50597	10/22/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50599	10/22/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	10/22/01
50600	10/22/01	RO DID NOT COMMUNICATE EFFECTIVELY	SUPERVISOR COACHED RO	10/30/01
50602	10/22/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	10/22/01
50604	10/22/01	RO DID NOT KEEP CUSTOMER INFORMED	UNABLE TO IDENTIFY RO	10/25/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50609	10/22/01	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	10/22/01
50610	10/22/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	10/30/01
50612	10/22/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/25/01
50614	10/22/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	10/22/01
50616	10/22/01	ROs ARE TAKING CONTROL OF CALLS	UNABLE TO IDENTIFY RO	10/22/01
50620	10/22/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	10/25/01
50634	10/23/01	RECEIVED MCI BILL, WANTS DIFFERENT IXC	CALLER PROFILE COMPLETED	10/23/01
50636	10/23/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/23/01
50640	10/23/01	ROs ARE INATTENTIVE	UNABLE TO IDENTIFY RO	10/23/01
50641	10/23/01	COULD NOT CALL INTERNATIONAL NUMBER	REFERRED TO LEC	10/23/01
50646	10/23/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/25/01
50647	10/23/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/23/01
50653	10/23/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50661	10/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01
50663	10/24/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/31/01
50664	10/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/24/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50667	10/24/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	10/25/01
50669	10/24/01	RO HUNG UP	SUPERVISOR COACHED RO	10/30/01
50676	10/24/01	RO DID NOT CORRECT SPELLING ERRORS	SUPERVISOR COACHED RO	10/29/01
50688	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50697	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/25/01
50700	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50703	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50705	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50706	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50708	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50710	10/25/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50718	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50719	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50720	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/27/01
50721	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50722	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50724	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50727	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50728	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50729	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50731	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50732	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50733	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50734	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50735	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50736	10/26/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/1/01
50738	10/26/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	10/26/01
50739	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50740	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50741	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50743	10/26/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50745	10/26/01	RO WAS RUDE	SUPERVISOR COACHED RO	10/30/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50746	10/26/01	ROs DO NOT UNDERSTAND STS CUSTOMER	UNABLE TO IDENTIFY RO	11/1/01
50755	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50756	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50757	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50761	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/27/01
50762	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50763	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/27/01
50764	10/27/01	RO HUNG UP	SUPERVISOR COACHED RO	11/1/01
50765	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50766	10/27/01	RO THREATENED TO HANG UP	SUPERVISOR COACHED RO	10/28/01
50767	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50768	10/27/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	11/5/01
50770	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50771	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50772	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50776	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50777	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/27/01
50778	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50780	10/27/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50788	10/28/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50792	10/28/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50793	10/28/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50794	10/28/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50796	10/28/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50801	10/28/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50802	10/28/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	10/30/01
50804	10/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/5/01
50805	10/28/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50816	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50820	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50822	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50823	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50824	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50827	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50828	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50829	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50834	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50840	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50845	10/29/01	ROs ARE NOT FOLLOWING INSTRUCTIONS	UNABLE TO IDENTIFY RO	10/29/01
50850	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50851	10/29/01	RO HUNG UP	SUPERVISOR COACHED RO	10/30/01
50852	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50855	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50857	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50858	10/29/01	ROs DO NOT UNDERSTAND STS CUSTOMER	EXPLAINED 711 PROCEDURE	11/1/01
50859	10/29/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/29/01
50867	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50872	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50873	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50874	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	10/30/01
50880	10/30/01	RO DID NOT SWITCH TO HCO	UNABLE TO IDENTIFY RO	10/30/01
50883	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50890	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50891	10/30/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/30/01
50893	10/29/01	RO HUNG UP	SUPERVISOR COACHED RO	11/1/01
50896	10/30/01	RO TRANSFERRED CALL INCORRECTLY	SUPERVISOR COACHED RO	10/31/01
50898	10/30/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/30/01
50901	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50902	10/30/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50918	10/31/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50921	10/31/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50925	10/31/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/2/01
50926	10/31/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	11/1/01
50935	10/31/01	RO HUNG UP	SUPERVISOR COACHED RO	11/2/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
OCTOBER 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50938	10/31/01	DELAY IN PROCESSING VCO TO TTY CALL	TEMPORARILY HIGH CALL VOLUME	10/31/01
50943	10/31/01	UNABLE TO REACH 800 NUMBER	PROVIDED ALTERNATE NUMBER	10/31/01
50944	10/31/01	UNABLE TO REACH 800 NUMBER	PROVIDED ALTERNATE NUMBER	10/31/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
50958	11/1/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
50966	11/1/01	RO TYPING SPEED	SUPERVISOR COACHED RO	11/12/01
50979	11/1/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	11/12/01
50981	11/1/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	11/5/01
50994	11/2/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/14/01
50997	11/2/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/7/01
50999	11/2/01	VCO TECHNICAL ISSUE	CALLER PROFILE UPDATED	11/2/01
51004	11/2/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/8/01
51005	11/2/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/20/01
51011	11/2/01	RO DID NOT DIAL ACCURATELY	SUPERVISOR COACHED RO	11/8/01
51016	11/2/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51017	11/2/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51019	11/2/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51022	11/2/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51028	11/3/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51029	11/3/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/20/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51032	11/3/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/12/01
51034	11/3/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/29/01
51043	11/4/01	UNABLE TO PLACE CALLS THROUGH CRS	OUTGOING NUMBER APPARENTLY NOT WORKING	11/4/01
51045	11/4/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51046	11/4/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51047	11/4/01	RO HUNG UP	SUPERVISOR COACHED RO	11/22/01
51056	11/5/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51057	11/5/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	11/20/01
51058	11/5/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	11/6/01
51061	11/5/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/13/01
51063	11/5/01	711 ACCESS IS ALWAYS BUSY	RESOLVED WITH LEC	11/5/01
51064	11/5/01	EXPERIENCED "NOISE" WHEN USING STS	TECHNICIANS UNABLE TO DUPLICATE	11/5/01
51078	11/6/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	11/7/01
51079	11/6/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	11/22/01
51081	11/6/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	11/7/01
51082	11/6/01	RO TYPING ACCURACY	UNABLE TO IDENTIFY RO	11/20/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51083	11/6/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51087	11/6/01	CA COULD NOT UNDERSTAND CUSTOMER	CA NUMBER NOT PROVIDED	11/29/01
51088	11/6/01	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	11/20/01
51093	11/6/01	RO DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	11/7/01
51094	11/6/01	RO DID NOT FOLLOW PROCEDURES	RO TERMINATED	11/27/01
51096	11/6/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	11/7/01
51103	11/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	11/12/01
51105	11/7/01	RO HUNG UP	SUPERVISOR COACHED RO	11/12/01
51106	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51107	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51109	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51110	11/7/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	12/26/01
51111	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51112	11/7/01	SUPERVISOR COULD NOT RETREIVE MESSAGE	ALTERNATE RETREIVAL METHOD IMPLEMENTED	11/9/01
51113	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51115	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51119	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51121	11/7/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51122	11/7/01	UNABLE TO CALL CRS 900 ACCESS NUMBER	REFERRED TO LEC FOR 900 RESTRICTION	11/7/01
51140	11/8/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51141	11/8/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/12/01
51143	11/8/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51144	11/8/01	RO HUNG UP	SUPERVISOR COACHED RO	11/12/01
51145	11/8/01	RO WAS RUDE	SUPERVISOR COACHED RO	11/28/01
51146	11/8/01	ROs ARE NOT FOLLOWING INSTRUCTIONS	UNABLE TO IDENTIFY RO	11/15/01
51148	11/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	11/29/01
51150	11/8/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	11/23/01
51163	11/9/01	RO WAS RUDE	SUPERVISOR COACHED RO	11/28/01
51174	11/9/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/3/01
51175	11/9/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51177	11/9/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51178	11/9/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51193	11/10/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/12/01
51196	11/10/01	PROFILE WAS NOT CORRECT	PROFILE UPDATED	11/17/01
51204	11/10/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	11/19/01
51210	11/11/01	ROs ARE TYPING FOR HCO	UNABLE TO IDENTIFY RO	11/11/01
51212	11/11/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51214	11/11/01	RO DID NOT LEAVE MESSAGE ON MACHINE	UNABLE TO IDENTIFY RO	11/17/01
51218	11/11/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	11/15/01
51220	11/11/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/28/01
51222	11/11/01	ROs ARE TYPING FOR HCO	UNABLE TO IDENTIFY RO	11/15/01
51229	11/12/01	EXPERIENCED "NOISE" WHEN USING STS	TECHNICIANS UNABLE TO DUPLICATE	11/15/01
51230	11/12/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51234	11/12/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/12/01
51237	11/12/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/14/01
51238	11/12/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51240	11/12/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51242	11/12/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51261	11/12/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/15/01
51262	11/12/01	RO DID NOT FOLLOW PROCEDURES	SUPERVISOR COACHED RO	11/13/01
51263	11/12/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	11/12/01
51286	11/13/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51288	11/13/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51290	11/13/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51292	11/13/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51293	11/13/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51297	11/13/01	711 ACCESS NUMBER IS BUSY	REFERRED TO LEC	11/29/01
51306	11/14/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/28/01
51307	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51308	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51309	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51314	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51316	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51321	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51323	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51324	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51326	11/14/01	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	11/14/01
51327	11/14/01	ROs AT 711 ARE RUDE TO STS CUSTOMERS	SUPERVISORS COACHED ROs ON STS	11/29/01
51328	11/14/01	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	11/27/01
51330	11/14/01	RO PUT CUSTOMER ON HOLD	UNABLE TO IDENTIFY RO	11/27/01
51339	11/14/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	11/20/01
51340	11/14/01	HCO PROFILE NOT WORKING	TECHNICAL ISSUE; RESOLVED	11/14/01
51341	11/14/01	RO TYPED TO HCO CUSTOMER	SUPERVISOR COACHED RO	11/19/01
51344	11/14/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51364	11/15/01	UNABLE TO PLACE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	11/15/01
51367	11/15/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51369	11/15/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	11/19/01
51371	11/15/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/15/01
51377	11/15/01	RO HUNG UP	SUPERVISOR COACHED RO	11/20/01
51381	11/15/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51382	11/15/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51399	11/16/01	CA's CANNOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	11/16/01
51402	11/16/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	11/20/01
51406	11/16/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	11/29/01
51411	11/16/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51416	11/16/01	HCO PROFILE NOT WORKING	TECHNICAL ISSUE; RESOLVED	11/19/01
51418	11/16/01	CA's CANNOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	11/16/01
51430	11/17/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/2/01
51435	11/17/01	EXPERIENCED "NOISE" WHEN USING STS	TECHNICIANS UNABLE TO DUPLICATE	11/17/01
51447	11/18/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51468	11/19/01	CA's CANNOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	11/29/01
51470	11/19/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	11/20/01
51471	11/19/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	11/20/01
51472	11/19/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	11/22/01
51473	11/19/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	11/21/01
51474	11/19/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	11/21/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51475	11/19/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	11/23/01
51476	11/19/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51480	11/19/01	711 ACCESS NUMBER IS BUSY	REFERRED TO LEC	11/19/01
51484	11/19/01	RO HUNG UP	UNABLE TO IDENTIFY RO	11/21/01
51487	11/19/01	RO DID NOT RESPOND	SUPERVISOR COACHED RO	11/26/01
51488	11/19/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51495	11/20/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51496	11/20/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51499	11/20/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51500	11/20/01	CA WAS RUDE	SUPERVISOR COACHED CA	11/22/01
51505	11/20/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	11/28/01
51508	11/20/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	11/29/01
51512	11/20/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51531	11/21/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51535	11/21/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/21/01
51569	11/23/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51570	11/23/01	VCO TECHNICAL ISSUE	SOFTWARE UPGRADE RETRACTED	12/26/01
51572	11/23/01	RO BROKE TRANSPARENCY	RO TERMINATED	11/23/01
51573	11/23/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	11/29/01
51587	11/24/01	EXPERIENCED "NOISE" WHEN USING STS	TECHNICIANS UNABLE TO DUPLICATE	11/24/01
51589	11/24/01	EXPERIENCED "NOISE" WHEN USING STS	TECHNICIANS UNABLE TO DUPLICATE	11/24/01
51622	11/26/01	RO WAS RUDE	RO TERMINATED	11/26/01
51642	11/26/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	11/28/01
51672	11/27/01	RO WAS RUDE	SUPERVISOR COACHED RO	12/4/01
51673	11/27/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/28/01
51679	11/28/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	11/28/01
51683	11/28/01	RO WAS RUDE	SUPERVISOR COACHED RO	12/5/01
51693	11/28/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	11/30/01
51697	11/28/01	RO WAS RUDE	SUPERVISOR COACHED RO	11/30/01
51702	11/28/01	UNABLE TO CALL CRS 900 ACCESS NUMBER	REFERRED TO LEC FOR 900 RESTRICTION	11/28/01
51706	11/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/2/01
51715	11/29/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/29/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2001

Log #	Date	Description of Issue	Description of Resolution	Date
51716	11/29/01	RO WAS NOT FAMILIAR WITH PROCEDURE	UNABLE TO IDENTIFY RO	12/3/01
51726	11/29/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	12/5/01
51727	11/29/01	RO COULD NOT UNDERSTAND STS CUSTOMER	SUPERVISOR COACHED RO	12/5/01
51728	11/29/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/29/01
51746	11/29/01	CA WAS INATTENTIVE	SUPERVISOR COACHED CA	11/29/01
51760	11/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/30/01
51761	11/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/30/01
51762	11/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/30/01
51763	11/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/30/01
51769	11/30/01	DISCONNECTED ON TRANSFER TO STS	UNABLE TO DUPLICATE	11/30/01
51782	11/30/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	12/5/01