

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

51794	12/1/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/5/01
51815	12/2/01	RO GAVE INCORRECT INFORMATION	UNABLE TO IDENTIFY RO	12/2/01
51821	12/3/01	CA WAS RUDE; COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	12/11/01
51825	12/3/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	12/3/01
51830	12/3/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/3/01
51832	12/3/01	RO WAS RUDE	SUPERVISOR COACHED RO	12/6/01
51837	12/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	12/10/01
51843	12/3/01	BILLING ISSUE	TEMPORARY TECHNICAL ISSUE WITH PROFILE	12/5/01
51845	12/3/01	RO HUNG UP	SUPERVISOR COACHED RO	12/22/01
51846	12/3/01	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	12/3/01
51860	12/4/01	SUPERVISOR DID NOT FOLLOW PROCEDURE	UNABLE TO IDENTIFY SUPERVISOR	12/13/01
51864	12/4/01	ROs SPEAK TOO SOFTLY	UNABLE TO IDENTIFY RO	12/4/01
51865	12/4/01	RO WAS RUDE	SUPERVISOR COACHED RO	12/6/01
51867	12/4/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	12/4/01
51888	12/5/01	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	12/12/01
51889	12/5/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	12/10/01

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51890	12/5/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/11/01
51895	12/5/01	RO WAS RUDE; BROKE TRANSPARENCY	SUPERVISOR COACHED RO	1/1/02
51895	12/5/01	RO WAS RUDE; BROKE TRANSPARENCY	SUPERVISOR COACHED RO	1/1/02
51896	12/5/01	SUPERVISOR COULD NOT ASSIST CUSTOMER	SUPERVISOR COACHED	12/11/01
51914	12/6/01	UNABLE TO REACH CRS 900 ACCESS NUMBER	REFERRED TO LEC FOR POSSIBLE 900 BLOCK	12/6/01
51935	12/7/01	UNABLE TO REACH 800 NUMBER	TESTED & REACHED A RECORDED MESSAGE	12/28/01
51937	12/7/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/19/01
51938	12/7/01	UNABLE TO REACH 800 NUMBER	TESTED & REACHED A RECORDED MESSAGE	12/10/01
51939	12/7/01	ROS NEED TO IMPROVE ACCURACY	UNABLE TO IDENTIFY RO	12/7/01
51940	12/7/01	RO COULD NOT UNDERSTAND STS CUSTOMER	UNABLE TO IDENTIFY RO	12/28/01
51961	12/9/01	CA DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED CA	12/10/01
51962	12/9/01	CA TRANSFERRED CALL TO WRONG DEPARTMENT	SUPERVISOR COACHED CA	12/10/01
51976	12/10/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	12/10/01
51981	12/10/01	ROS ARE NOT FOLLOWING PROFILES	UNABLE TO IDENTIFY RO	12/10/01
51982	12/10/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	12/10/01
51983	12/10/01	UNABLE TO CONNECT USING ASCII NUMBER	REVIEWED ASCII SETTINGS WITH CUSTOMER	12/28/01

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51992	12/10/01	UNABLE TO REACH 800 NUMBER	UNABLE TO FOLLOW UP WITH CUSTOMER	12/11/01
52000	12/11/01	CUSTOMER TRANSFERRED TO CRS, NOT STS	TEMPORARY PBX ISSUE	12/11/01
52009	12/11/01	RO HUNG UP	TEMPORARY TECHNICAL ISSUE	12/17/01
52011	12/11/01	UNABLE TO DIAL 711	REFERRED TO LEC FOR 711 TRANSLATION	12/11/01
52012	12/11/01	RO HUNG UP	SUPERVISOR COACHED RO	12/25/01
52013	12/11/01	RO ACCURACY; RO HUNG UP	UNABLE TO IDENTIFY RO	12/13/01
52018	12/11/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/11/01
52027	12/12/01	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	12/13/01
52030	12/12/01	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	12/13/01
52031	12/12/01	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	12/13/01
52034	12/12/01	UNABLE TO HEAR RO	SUPERVISOR COACHED RO	12/14/01
52049	12/12/01	RO DID NOT KEEP CUSTOMER INFORMED	SUPERVISOR COACHED RO	12/13/01
52050	12/12/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/12/01
52071	12/13/01	CAs DO NOT UNDERSTAND CUSTOMER	RO NUMBERS NOT PROVIDED	12/13/01
52072	12/13/01	RO WAS RUDE	SUPERVISOR COACHED RO	12/18/01
52100	12/14/01	RO COULD NOT HEAR CUSTOMER	TECHNICIANS UNABLE TO DUPLICATE	12/17/01

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52102	12/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/14/01
52103	12/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/14/01
52105	12/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/14/01
52115	12/15/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/15/01
52142	12/17/01	RO COULD NOT HEAR CUSTOMER	SUPERVISOR COACHED RO	12/19/01
52149	12/17/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/19/01
52152	12/17/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	12/17/01
52155	12/17/01	UNABLE TO HEAR RO	SUPERVISOR COACHED RO	12/19/01
52157	12/17/01	RO ACCURACY	SUPERVISOR COACHED RO	12/26/01
52168	12/18/01	RO WAS INATTENTIVE; HUNG UP	SUPERVISOR COACHED RO	12/19/01
52168	12/18/01	RO WAS INATTENTIVE; HUNG UP	SUPERVISOR COACHED RO	12/19/01
52171	12/18/01	UNABLE TO REACH 800 NUMBER	FAST BUSY AT 800 NUMBER	12/18/01
52172	12/18/01	RO INTERRUPTED CUSTOMER	SUPERVISOR COACHED RO	12/21/01
52179	12/18/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	12/18/01
52181	12/18/01	CA GAVE INCORRECT INFORMATION	UNABLE TO IDENTIFY CA	12/19/01
52190	12/18/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/18/01

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52197	12/19/01	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	12/28/01
52201	12/19/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	12/19/01
52202	12/19/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	12/19/01
52205	12/19/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	12/19/01
52208	12/19/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	12/26/01
52212	12/19/01	BILLING ISSUE	VERIFIED CALLER PROFILE	12/29/01
52213	12/19/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/19/01
52222	12/20/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/27/01
52224	12/20/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/20/01
52225	12/20/01	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	12/27/01
52226	12/20/01	CA DID NOT FOLLOW PROCEDURE	UNABLE TO IDENTIFY CA	12/27/01
52227	12/20/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	12/22/01
52234	12/20/01	VOICE USER UNABLE TO HEAR VCO USER	TECHNICIANS UNABLE TO DUPLICATE	12/27/01
52236	12/20/01	RO TYPING SPEED	SUPERVISOR COACHED RO	12/25/01
52237	12/20/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	12/20/01
52239	12/20/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/20/01

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52247	12/21/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/27/01
52251	12/21/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/21/01
52253	12/21/01	UNABLE TO REACH 800 NUMBER	REFERRED CUSTOMER TO LEC	12/21/01
52254	12/21/01	RO HUNG UP	SUPERVISOR COACHED RO	12/26/01
52256	12/21/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/21/01
52257	12/21/01	RO TYPING ACCURACY	UNABLE TO IDENTIFY RO	12/21/01
52262	12/22/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	12/26/01
52268	12/22/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/1/02
52269	12/22/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	12/22/01
52270	12/22/01	RO HUNG UP	UNABLE TO IDENTIFY RO	12/22/01
52289	12/24/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	1/1/02
52293	12/24/01	RO WAS INATTENTIVE	UNABLE TO IDENTIFY RO	12/28/01
52299	12/24/01	CRS BUSY SIGNAL AFTER SECOND RING	REFERRED TO LEC	12/28/01
52301	12/25/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	12/28/01
52302	12/25/01	UNABLE TO ACCESS CRS THROUGH 711	REFERRED TO LEC	12/27/01
52308	12/25/01	STS VOLUME CUTTING IN AND OUT	TEMPORARY TECHNICAL ISSUE	12/27/01

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52337	12/27/01	RO HUNG UP	SUPERVISOR COACHED RO	12/28/01
52344	12/27/01	RO DID NOT EXPLAIN SERVICE	UNABLE TO IDENTIFY RO	12/27/01
52349	12/27/01	ECHO THROUGH STS	SUGGESTED CUSTOMER REDUCE VOLUME OF SPEAKER PHONE	12/27/01
52350	12/27/01	SUPERVISOR HUNG UP	UNABLE TO IDENTIFY SUPERVISOR	12/31/01
52351	12/27/01	RO HUNG UP	SUPERVISOR COACHED RO	1/1/02
52367	12/28/01	UNABLE TO ACCESS CRS THROUGH 711	REFERRED TO LEC	12/28/01
52370	12/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	12/28/01
52384	12/29/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/29/01
52402	12/30/01	RO DID NOT PROVIDE "GA"	SUPERVISOR COACHED RO	1/1/02
52403	12/30/01	CA DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY CA	1/1/02

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52429	1/1/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	1/3/02
52430	1/1/02	RO HUNG UP	SUPERVISOR COACHED RO	1/8/02
52438	1/2/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/23/02
52449	1/2/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/5/02
52452	1/2/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/2/02
52454	1/2/02	RO ACCURACY	SUPERVISOR COACHED RO	1/22/02
52455	1/2/02	RO HUNG UP	SUPERVISOR COACHED RO	1/12/02
52458	1/2/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/2/02
52459	1/2/02	COULD NOT HEAR RO AT END OF CALL	TECHNICIANS UNABLE TO DUPLICATE	1/2/02
52472	1/3/02	VOLUME CUTS IN AND OUT	WORKED WITH CUSTOMER ON RESOLUTIONS	1/3/02
52485	1/3/02	RO HUNG UP	SUPERVISOR COACHED RO	1/21/02
52486	1/3/02	RO HUNG UP	SUPERVISOR COACHED RO	1/17/02
52492	1/4/02	RO ACCURACY	SUPERVISOR COACHED RO	1/9/02
52525	1/4/02	RO HUNG UP	SUPERVISOR COACHED RO	1/17/02
52561	1/6/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/9/02
52584	1/7/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	1/9/02

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52598	1/7/02	ROS ARE IMPATIENT	UNABLE TO IDENTIFY RO	1/7/02
52602	1/7/02	RO ACCURACY	SUPERVISOR COACHED RO	1/17/02
52612	1/7/02	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	1/17/02
52613	1/7/02	FEMALE CAS CAN NOT PROCESS CALLS	UNABLE TO IDENTIFY CA	1/7/02
52614	1/7/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	1/7/02
52615	1/7/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	1/9/02
52616	1/7/02	CA GIVES ID TOO FAST	UNABLE TO IDENTIFY CA	1/9/02
52620	1/7/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/7/02
52640	1/8/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/8/02
52646	1/8/02	CA DID NOT RE-VOICE	UNABLE TO IDENTIFY CA	1/10/02
52649	1/8/02	SUPERVISOR DID NOT FOLLOW PROCEDURE	UNIT MANAGER COACHED SUPERVISOR	1/8/02
52650	1/8/02	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	2/1/02
52657	1/9/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/14/02
52658	1/9/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/9/02
52692	1/9/02	SUPERVISOR COULD NOT RETRIEVE MESSAGES	UNIT MANAGER COACHED SUPERVISOR	1/16/02

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52693	1/9/02	RO COULD NOT RETRIEVE MESSAGES	SUPERVISOR COACHED RO	1/16/02
52707	1/10/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/10/02
52708	1/10/02	RO ACCURACY	UNABLE TO IDENTIFY RO	1/22/02
52721	1/10/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	1/16/02
52730	1/11/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/15/02
52733	1/11/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	1/16/02
52734	1/11/02	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/16/02
52741	1/11/02	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/11/02
52750	1/11/02	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/21/02
52760	1/12/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/18/02
52762	1/12/02	SUPERVISOR HUNG UP	UNABLE TO IDENTIFY SUPERVISOR	1/14/02
52772	1/13/02	UNABLE TO DIAL A TERM NUMBER	NUMBER APPEARS TO BE NON-WORKING	1/13/02
52774	1/13/02	UNABLE TO DIAL A TERM NUMBER	NUMBER APPEARS TO BE NON-WORKING	1/14/02
52777	1/13/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/17/02
52796	1/14/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/17/02
52799	1/14/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/14/02

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52800	1/14/02	UNABLE TO REACH STS 900 ACCESS NUMBER	REFERRED TO LEC	1/17/02
52803	1/14/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/14/02
52808	1/14/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/14/02
52809	1/14/02	ROs DO NOT FOLLOW PROFILES	SPECIFIC RO NUMBER NOT PROVIDED	1/14/02
52812	1/14/02	RO SPOKE TOO SOFTLY	SUPERVISOR COACHED RO	1/21/02
52827	1/15/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	1/21/02
52828	1/15/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/15/02
52829	1/15/02	UNABLE TO REACH 800 NUMBER	UNABLE TO DUPLICATE	1/16/02
52832	1/15/02	UNABLE TO REACH 800 NUMBER	UNABLE TO DUPLICATE	1/24/02
52835	1/15/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/15/02
52839	1/15/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/17/02
52847	1/16/02	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	1/21/02
52857	1/17/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/25/02
52864	1/17/02	UNABLE TO REACH CRS 900 ACCESS NUMBER	REFERRED TO LEC	1/17/02
52866	1/17/02	"NOISE" ON LINE	WORKED WITH CUSTOMER ON RESOLUTIONS	1/30/02
52874	1/17/02	ECHO	REFERRED TO CTAP TO REPLACE EQUIPMENT	1/30/02

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52883	1/18/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/22/02
52890	1/18/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	1/25/02
52891	1/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/19/02
52904	1/19/02	UNABLE TO REACH CRS 900 ACCESS NUMBER	REFERRED TO LEC	1/22/02
52918	1/19/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/19/02
52948	1/21/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/21/02
52950	1/21/02	711 ROS ARE RUDE	SPECIFIC RO NUMBER NOT PROVIDED	1/21/02
52952	1/21/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/22/02
52961	1/21/02	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/21/02
52996	1/22/02	GARBLE	REFERRED TO CTAP TO REPLACE EQUIPMENT	1/22/02
53006	1/22/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/22/02
53007	1/22/02	"NOISE" ON LINE	WORKED WITH CUSTOMER ON RESOLUTIONS	1/22/02
53019	1/23/02	RO WAS RUDE	SUPERVISOR COACHED RO	1/28/02
53040	1/23/02	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/28/02
53049	1/24/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/31/02
53060	1/24/02	RO ACCURACY	SUPERVISOR COACHED RO	2/1/02

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53064	1/24/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/31/02
53065	1/24/02	RO WAS RUDE	INVALID RO NUMBER PROVIDED	1/24/02
53066	1/24/02	ROs ARE DISRESPECTFUL	SPECIFIC RO NUMBER NOT PROVIDED	1/24/02
53078	1/25/02	RO WAS INATTENTIVE	UNABLE TO IDENTIFY RO	1/25/02
53084	1/25/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/2/02
53089	1/25/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/25/02
53093	1/25/02	RO ACCURACY	SUPERVISOR COACHED RO	1/25/02
53103	1/26/02	CAs NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	1/26/02
53107	1/26/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	1/29/02
53134	1/28/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	2/2/02
53135	1/28/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	2/2/02
53138	1/28/02	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	1/29/02
53152	1/28/02	CA HUNG UP	SUPERVISOR COACHED CA	2/2/05
53157	1/28/02	UNABLE TO CONNECT WITH INCOMING STS CALLS	TECHNICIANS UNABLE TO DUPLICATE	1/28/02
53158	1/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/31/02
53182	1/28/02	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/4/02

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53208	1/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/4/02
53213	1/29/02	RO HUNG UP	SUPERVISOR COACHED RO	1/31/02
53222	1/30/02	CAs NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	1/30/02
53223	1/30/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/31/02
53224	1/30/02	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/30/02
53232	1/30/02	CA HUNG UP	SUPERVISOR COACHED CA	1/31/02
53233	1/30/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	2/2/02
53241	1/31/02	RO DID NOT PROVIDE QUALITY SERVICE	SUPERVISOR COACHED RO	2/1/02
53242	1/31/02	SUPERVISOR DID NOT ASSIST CUSTOMER	UNIT MANAGER COACHED SUPERVISOR	2/1/02
53249	1/31/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	1/31/02
53250	1/31/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	1/31/02
53251	1/31/02	SUPERVISOR PROCEDURE MISUNDERST	Supervisor coached.	2/5/02
53254	1/31/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/31/02
53258	1/31/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	1/31/02
53259	1/31/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	1/31/02

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53276	2/1/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	2/1/02
53300	2/2/02	CA DID NOT PROVIDE ID NUMBER	UNABLE TO IDENTIFY CA	2/4/02
53331	2/3/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	2/3/02
53332	2/3/02	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	2/3/02
53345	2/4/02	RO COULD NOT DIAL *82	EXPLAINED TRUE CALLER ID	2/4/02
53346	2/4/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	2/25/02
53359	2/4/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	2/25/02
53362	2/4/02	RO ACCURACY	SUPERVISOR COACHED RO	2/15/02
53369	2/4/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/4/02
53378	2/4/02	RO ACCURACY	SUPERVISOR COACHED RO	2/6/02
53382	2/4/02	CUSTOMER COULD NOT UNDERSTAND SUPERVISOR	VOICE CLARITY TEST ADMINISTERED	2/12/02
53410	2/5/02	UNABLE TO REACH 800 NUMBER	FORWARDED TO TECHNICIANS; CORRECTED	2/25/02
53442	2/6/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	2/6/02
53444	2/6/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/11/02
53475	2/6/02	CRS RINGING, NO ANSWER	UNABLE TO DUPLICATE	2/6/02
53476	2/6/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	2/6/02

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53487	2/7/02	RO DID NOT LEAVE MESSAGE ON MACHINE	UNABLE TO IDENTIFY RO	2/14/02
53490	2/7/02	CA COULD NOT ACCESS SPEED DIAL	SUPERVISOR COACHED CA	2/14/02
53503	2/7/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/21/02
53534	2/8/02	RO WAS RUDE	SUPERVISOR COACHED RO	2/15/02
53546	2/8/02	RO HUNG UP	UNABLE TO IDENTIFY RO	2/15/02
53556	2/9/02	DISCONNECTED IN TRANSFER TO STS	TROUBLE REPORT COMPLETED	2/9/02
53587	2/10/02	CAS CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/10/02
53589	2/10/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	2/13/02
53590	2/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/14/02
53592	2/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/17/02
53636	2/12/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/12/02
53685	2/13/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	2/18/02
53686	2/13/02	CA HUNG UP	UNABLE TO IDENTIFY CA	2/13/02
53716	2/14/02	CAS CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/14/02
53722	2/14/02	CA COULD NOT UNDERSTAND CUSTOMER	CA coached.	2/18/02
53724	2/14/02	CA COULD NOT UNDERSTAND CUSTOMER	CA coached.	2/18/02

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53743	2/15/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	2/19/02
53749	2/15/02	RO ACCURACY	SUPERVISOR COACHED RO	2/21/02
53766	2/15/02	CAS CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/15/02
53814	2/18/02	UNABLE TO REACH STS	TECHNICIANS UNABLE TO DUPLICATE	2/18/02
53832	2/18/02	RO HUNG UP	SUPERVISOR COACHED RO	2/26/02
53834	2/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	2/18/02
53843	2/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	2/18/02
53862	2/19/02	RO ACCURACY	SUPERVISOR COACHED RO	2/23/02
53868	2/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	2/21/02
53880	2/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/25/02
53892	2/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/26/02
53895	2/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/26/02
53903	2/20/02	RO ACCURACY	UNABLE TO IDENTIFY RO	3/1/02
53931	2/21/02	UNABLE TO REACH 800 NUMBER	FORWARDED TO TECHNICIANS; CORRECTED	2/25/02
53948	2/21/02	RO HUNG UP	SUPERVISOR COACHED RO	2/27/02
53958	2/21/02	CAS CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/21/02

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53959	2/22/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/28/02
53962	2/22/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	2/22/02
53978	2/23/02	RO ACCURAY	SUPERVISOR COACHED RO	2/28/02
53984	2/23/02	RO COULD NOT RETREIVE VOICE MAIL	SUPERVISOR COACHED RO	3/1/02
53985	2/24/02	RO HUNG UP	UNABLE TO IDENTIFY RO	2/24/02
54049	2/25/02	REACHED RESIDENCE WHEN DIALING STS	REFERRED TO LEC	2/25/02
54051	2/25/02	VCO VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	2/25/02
54064	2/26/02	RO ACCURACY	SUPERVISOR COACHED RO	2/28/02
54070	2/26/02	CRS RINGING NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/26/02
54071	2/26/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/26/02
54073	2/26/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/26/02
54075	2/26/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	2/26/02
54086	2/26/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/26/02
54107	2/27/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/27/02
54112	2/27/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/27/02
54138	2/28/02	REACHED CRS WHEN DIALING RESIDENTIAL NUMBER	REFERRED TO LEC	3/1/02

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54139	2/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/28/02
54142	2/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/28/02

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54154	3/1/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/1/02
54166	3/2/02	RO VOICE QUALITY	UNABLE TO IDENTIFY RO	3/4/02
54168	3/1/02	RO HUNG UP	SUPERVISOR COACHED RO	3/11/02
54172	3/1/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/7/02
54173	3/1/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/1/02
54179	3/1/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	3/18/02
54192	3/2/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/12/02
54193	3/2/02	CA DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	3/13/02
54195	3/2/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/5/02
54197	3/2/02	CAs DO NOT UNDERSTAND PROCEDURE	SPECIFIC CA NUMBER NOT PROVIDED	3/2/02
54212	3/3/02	CA HUNG UP	SUPERVISOR COACHED RO	3/10/02
54233	3/4/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/4/02
54254	3/4/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/13/02
54258	3/4/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/13/02
54262	3/4/02	VCO VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	3/15/02
54263	3/4/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/7/02

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54279	3/5/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/12/02
54282	3/5/02	RO HUNG UP	UNABLE TO IDENTIFY RO	3/8/02
54284	3/5/02	CA TOOK CONTROL OF CALL	UNABLE TO IDENTIFY CA	3/8/02
54305	3/6/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/6/02
54320	3/6/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/7/02
54324	3/6/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	3/7/02
54325	3/6/02	CA WAS RUDE	SUPERVISOR COACHED RO	3/20/02
54327	3/6/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/6/02
54332	3/6/02	RO TOOK CONTROL OF CALL	UNABLE TO IDENTIFY RO	3/7/02
54341	3/7/02	RO WAS RUDE	SUPERVISOR COACHED RO	3/14/02
54351	3/7/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/13/02
54352	3/7/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/11/02
54360	3/7/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/13/02
54378	3/8/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/12/02
54392	3/8/02	CA PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	3/11/02
54393	3/8/02	REACHED CRS WHEN DIALING RESIDENTIAL NUMBER	REFERRED TO LEC	3/15/02

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54395	3/8/02	RO HUNG UP	TECHNICAL ISSUE: RESOLVED	3/8/02
54399	3/8/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/20/02
54400	3/8/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/20/02
54402	3/8/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/8/02
54416	3/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/15/02
54417	3/9/02	RO ACCURACY	SUPERVISOR COACHED RO	3/12/02
54418	3/9/02	ROS DO NOT FOLLOW INSTRUCTIONS/TYPING	SPECIFIC RO NUMBER NOT PROVIDED	3/9/02
54422	3/9/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/11/02
54423	3/9/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/12/02
54433	3/9/02	REACHED CRS WHEN DIALING RESIDENTIAL NUMBER	REFERRED TO LEC	3/9/02
54434	3/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/15/02
54441	3/10/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/10/02
54464	3/11/02	RO ACCURACY	SUPERVISOR COACHED RO	3/16/02
54477	3/11/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/15/02
54509	3/12/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/18/02
54510	3/12/02	RO HUNG UP	SUPERVISOR COACHED RO	3/14/02

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54515	3/12/02	CAS NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	3/18/02
54529	3/13/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/13/02
54542	3/13/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/15/02
54545	3/13/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	3/20/02
54551	3/13/02	CA HUNG UP	TECHNICAL ISSUE; RESOLVED	3/13/02
54576	3/14/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/20/02
54604	3/15/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/15/02
54605	3/15/02	RO WAS INATTENTIVE	UNABLE TO IDENTIFY RO	3/19/02
54613	3/15/02	UNABLE TO REACH STS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/21/02
54621	3/15/02	RO HUNG UP/WAS INATTENTIVE	SUPERVISOR COACHED RO	4/2/02
54629	3/16/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/22/02
54631	3/16/02	SUPERVISOR WAS INATTENTIVE	UNIT MANAGER COACHED SUPERVISOR	3/20/02
54638	3/16/02	UNABLE TO REACH STS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/18/02
54647	3/17/02	UNABLE TO BILL TO ANI FROM CELL PHONE	REFERRED TO CELL PHONE PROVIDER	3/17/02
54651	3/17/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/1/02
54664	3/18/02	RO PROCEDURE MISUNDERSTANDING/HUNG UP	SUPERVISOR COACHED RO	3/23/02

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54681	3/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/18/02
54715	3/19/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/21/02
54721	3/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/21/02
54725	3/19/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/1/02
54732	3/19/02	SUPERVISOR PROCEDURE MISUNDERSTANDING	UNIT MANAGER COACHED SUPERVISOR	3/21/02
54733	3/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/25/02
54734	3/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/25/02
54739	3/19/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/19/02
54744	3/19/02	UNABLE TO PLACE STS CALLS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/19/02
54745	3/19/02	SUPERVISOR PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY SUPERVISOR	4/1/02
54757	3/20/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/26/02
54760	3/20/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/20/02
54784	3/20/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/20/02
54812	3/21/02	RO ACCURACY	SUPERVISOR COACHED RO	3/25/02
54819	3/21/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	3/22/02
54834	3/22/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/29/02

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54850	3/22/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/22/02
54853	3/22/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/3/02
54868	3/23/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/25/02
54887	3/25/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/2/02
54904	3/25/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	3/29/02
54914	3/25/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	3/25/02
54924	3/25/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	3/26/02
54960	3/26/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/26/02
54981	3/27/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/27/02
54982	3/27/02	UNABLE TO REACH STS	REFERRED TO LEC	3/27/02
54986	3/27/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/1/02
54991	3/27/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/27/02
55001	3/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/1/02
55009	3/28/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/28/02
55023	3/28/02	CA DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY CA	3/28/02
55024	3/28/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/28/02

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55026	3/28/02	RO DID NOT LEAVE COMPLETE ID NUMBER	SUPERVISOR COACHED RO	4/3/02
55031	3/28/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/28/02
55033	3/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/28/02
55046	3/29/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/29/02
55049	3/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/29/02
55051	3/29/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/1/02
55055	3/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/29/02
55059	3/29/02	UNABLE TO REACH STS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/29/02
55073	3/30/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/30/02
55086	3/31/02	RO DID NOT COMMUNICATE EFFECTIVELY	SUPERVISOR COACHED RO	4/1/02
55088	3/31/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/31/02
55089	3/31/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/1/02