Complaint Tracking for Colorado

January 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3495E	01/01/02	21	Customer called in stating that she was talking with another person and they were discussing her personal info. She was trying to get her balance and she got a different figure twice. She said to the agent to pls be careful with her typing and the agent responded back that she was and what her balance was which came across garbled. Customer said that the coversation had a lot of garbling which she did not think was the agent's fault, she felt though that the agent broke transparency by speaking to her during the coversation with the outbound. I thanked the customer for calling in: I also verified that she did speak to the agent that she did speak to the agent while on the line with the outbound. I let her know that I would write this up and forward it on to the proper ctr.	01/04/02	CA recalls the situation. VCO had expressed her frustration about garbling and this was heard by the outbound. The outbound person then commented are you clear now...the balance is... So the vco user thought they were the CA's words were actually spoken by outbound caller. CA did demonstrate proper knowledge of transparency policy.

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3004E	01/03/02	3	Customer uses vco and gave agent instructions to just type the name of the company when the recording came on since it is a verl ong msg, to let her know who she had reached as she was trying to save the agents fingers in typing. After the agent dialed she typed "listening to menu" lots of xx's waiting for and voice pls. Customer says it may have been an accident but she thinks the agent disconnected on purpose. I thanked the customer for calling in to let us know and apologized for the agents mistake, explaining that agents are trained to type everything heard and sometimes out of force of habit they will do so, but in this case the agent didn't follow basic procedure or any of her instructions. customer understood this but says it continues to happen. She feels she needs to let us know about this type of mistake. I told her we appreciate her info, thanked her again and the call ended.	01/04/02	Coached the CA and said this customer makes the same or similar requests often and said to just type what is requested.
3004E	01/03/02	4			

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3017F	01/06/02	21	Customer stated that when the call came in they asekd for the agent's id nbr and it was not given. While she was talking with her daughter, she asked her daughter to ask for the agent's id nbr and got no response from the agent. They continued talking and she asked for the nbr again directly to the agent, and again got no response. Finally at the end of the call, she asked yet again for the agent to give the nbr and the agent said 9836M and I'm sorry I didn't give it to sooner we were changing seats. Thanked the customer for calling and let her know that she would give the complaint so it could be written up and forwarded to the proper ctr.	01/06/02	Addressed the agent regarding this complaint and he did remember the call. The agent stated that when the call was connected to the outbound VCO user, he forgot to send ALT 5 Agent also states that niether party requested ID # during the call but the VCO user did request his ID # at the end of the call, that's when the agent tyepd 9836M I'm sorry I didn't give it to you sooner we were changing seats" Agent says he gave the additional info because he had just logged onto that console and was rushing. Agent was coached on the proper set up of a VCO call. Also infoemd the agent that he is to provide his ID# immediately upon request. The QA department will continue to minotr this agetn and disiplinary action will be taken against this agent.
3055F	01/11/02	26	Customer complained of garbling problems in recent weeks. On 1/10 caller said he filed a complaint with a sup while on a call (did not have details) on 1/11 he had a problem with agent 7658F. Caller said he got the nbr and then everything became garbled. (call took place at 6:05p. Caller said he had another call with agent 6403 at approx 7:00p with no problem. Opened TT 04715058. Apologized to caller for the problem and let him know a TT would be done.	04/19/02	1/15 - left cutomer msg; 2/6 - Met with bari to do test calls - garbling experienced; 3/26 - left msg; 4/9 -left msg; ;4/19 - Connected - understood the garbling problems and are satisfied with resolution.

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3059F	01/14/02	9	Caller said agent 4201 did not type what was heard on an ans mach that was reached. Caller asked to speak to sup steve and he told caller that she should have notes put into her db saying that she wants ans mach mesg typed in full. I confirmed with caller that relay procedure is that agent will typed everything heard unless instructed by the caller differently. I apologized that she had this problem with AZ relay service and assured her a complaint would be filed.	01/17/02	
5222	01/14/02	3	TTY caller said that CA 8156F did not follow instructions to wait for someone to talk with and instead CA hung up the call. TTY user said the CA told them that the tty caller had to tell the CA to hold for someone before placing a call. TTY user was advised that the complaint would be given to the CA's sup and I apologized for the inconvenience and assured tty caller that we do want CA's to follow instructions. TTY caller didn't answer if wanted to be contacted back but instead wanted to place a call now. I placed the call for tty user. TTY user thanked me for my good call procedure this time and said goodbye sksk.	01/16/02	Opr was conseled on paying attention to customer instructions by me, her team leader.
6728	01/14/02	5	Customer was upset said agent hung up on him. Informed customer would forward this info to this agent sup apologized any problems or delays this had caused.	01/18/02	upon receiving this complaint the agent was blind monitored. There was no evidence of disconnecting customers. Spoke with agent regarding this complaint agent stated that she remembers this call, and filled out a CA feedback form because the customer used profanity and disconnected. Based on the evidence agent followed correct procedures.

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5222	01/14/02	3	TTY caller siad that CA 8156 did not follow instructions to wait for someone to talk with, and instead CA hung up the call. TTY user said the CA told them that the tty caller had to tell CA to hold for someon before placing call. TTY user was advised that the complaint would be given to the CA's sup and I apologized for the inconvenience and assured tty caller that CA would be coached. TTY caller did not answer if wanted to be contacted back but instead wanted to place a call now. i placed the call or tty user. TTY user thanked me for my good call procedure this time adn said goodbye.	01/16/02	Operator was couseled on paying attention to customer instructions by me, her team leader.
4517	01/14/02	4	Colorado vco user frustrated at agent 4201M for not typing company name that was reached, after user gave instructions for agent to outdial to reach a specific dept.	01/14/02	I offered user a transfer to customer service, and also offered to enter such a request in her db. She opted to call customer service onh her own. Agent did proper procedure.
4520	8:20p	26	Colorado TTY user complaining that he sometimes receives garbel from realy. It I san ongoing problem. This is regardless of turbo code mde switched to on or off.	04/19/02	TT results - The customer's TTY device had an aption under communications set to Baudot. The customer changed the setting to automatic. After a test call the customer did not receive garble from Relay. Got connected and understood what was causing garbling and accepted the resolution.

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3074F	01/16/02	4	Customer told the agent to listen to the recording because she wanted a live rep and not to type the recording. The agent dialed the nbr and typed recording. Then the customer says there was a long delay. The customer began typing vco pls ga to get the agent's attention to find out what was going on. The next thing she received from the agent was garbled. She hung up and will call to get a different agent to complete her call. This cusotmer is very frustrated with the agents in the FL cal ctr. She reports repeated problems with agents in the FL call ctr and still nothing is being done. She said that she is not sure if the sup really follow up on the complaints or if they do follow up if the agents are just ignoring it. I apologized and told her I would document her complaint and forward it to the call ctr for follow up with a sup. I told her I would forward this info to the AM as well tokeep them aware of the continuing problem with agents in the FL call ctr	01/18/02	Spoke with agent regarding this complaint. Agent remembered processsing this call and stated that she sent recording and did not send anything else because the recording was still playing. Informed agent that she must keep the customer informed at all times. If the recording was extremely long she could have typed recording still playing to keep the customer informed. Complaint was placed in agent's file. Agent was coached on how and why she must keep the customer informed. Agent will be monitored by the QA dept to make sure she is following proper procedures.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3079F	01/17/02	29	Customer received normal vco greeting from this agent followed by ur caller id will transmit. She questioned the agent what that meant. He correctly advised her that if the person she was calling had the caller id feature with their local phone co. that her name and ph nbr may appear on it. CS has not been advised if the feature has been added to CO relay. Not sure if it is a tech problem or if the feature was added and we were not made aware. I told her I would open a TT for tech to check itout if it was an error. I also told her I would forward the info to the AM who could verify if indeed that feature has been added, and if so exactly how it works. The customer was confused thinking that the macro was telling her that she had to buy that feature from her phone co and that relay was forcing her to have a feature that she didn't want to have. I attempted to explain with no luck. She will await a call from AM for clarification.	04/15/02	TT results - this is not a technical issue - Caller ID has been turned on - TT closed. 4/15 - Via email apologized for being so slow to answer my email. Customer was really very satisifed with how customer svc handled his complaints and concerns. Custmer satisfied.
3094F	01/19/02	18	VCO reports instructing agent at 10:55a to call nbr if ans mach is reached to only type we can't and then ga. When she could leave her msg. She was calling her daughter and family. She knows what their ans mach says and doesn't need relay to type all of msg but wants a very short protion of msg to recognize it's her family's ans mach. agent dialed and typed entire ans mach msg. Apologized for problem. VCO doesn't understand why agents cannot be trained to process ans mach calls correctly. Apologized for problem.	01/29/02	Spoke with agent regarding this call, agent did not remember this particular call. Agent was blind monitored and did not have nay problems processing ans mach calls or following customer's requests. Agent was coached on the following: keeping the customer informed, following customer's instructions and basic ans mach procedures. QA dept will continue to monitor agents to makes sure quality service is being provided.

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4525	01/21/02	26	Customer complained that CA couldn't read his msg. Attempted to switch to turbo on. Yet the problem persists. I apologzed to customer for his frustration. I tried to work with him to resolve his issue. Both tty machine and computer switched turbo on/off back and forth. The problem still exist. At time I was able to read him. Then the msg garbled ap0peared again. Customer wants a follow up. TT entered # 04748484	04/19/02	2/6 - Met with Bari at his home did test calls garbling experienced. Techs found echo consollers were causing problems - 4/19 - understood problems and was satiisfied w/ resolution.
4524	01/21/02	3	Customer was upset that CA didn't repeat the msg when the msg was garbled. Apologized to the customer for the frustration they had. Explained that the CA did the right procedure to remain transparent, but can only repeat the last line.	01/21/02	I coached the CA that he could repeat the last line. Customer said they would call CSD about that.
3104F	01/22/02	5	Customer received greeting and noticed a change. It said CO relay opr 4556F voice or type nowga. The customer hadn't noticed the change previously and asked the opr is this sprint relay. The opr responded by typing nbr you are calling please ga. The customer repeated her question and the opr responded by saying I don't know. it's the same greeting you always get I guess. The customer became upset with the opr and asked to speak with a sup. The agent then hung up without getting a sup. I apologized for the agent not answering her question. I told that as of Jan 17 th the identifier had been changed from agent to opr. I told her I would document her complaint and forward it to the call ctr where the agent is located for follow up with sup.	01/22/02	CA said she was confused by the questions, because she did not realize that the macro had changed. She said the customer became upset calling her rude and then customer hung up. I coached agent to summon a sup if she is unsure how to respond to a customers questions.
3104F	01/22/02	17			

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3103F	01/22/02	18	vco reports she instructed this agent to place a call and not to announce relay say xxxx is calling. Agent reached an ans mach and typed ans mach playing ga. Vco reports this is a common problem with relay agent not typing the ans mach msg. Vco does not know ans mach has been reached when relay only types ans mach ga. apologized for problem. advised complaint would be forwarded to mgmt	01/22/02	CA acknowledges she made the error. I coached her to always type full recordings unless the customer has instructerd her otherwise.
3109F	01/23/02	29	Customer reported that she did not receive the macro ur caller id will send along with the standard vco greeting. I apologized for the inconsistency and explained that she should receive the macro everythimg she calls into relay. I told her I would document and open a tt for the tech in that call ctr to ensure that she will receive the macro every time. TT 04756767	01/23/02	Technician caled customer to explain that the BETA test position have been different software loaded on them and the macros she receives will be different when reaching one of those positions. She now understands and is familiar with macro she is getting.
1730	01/23/02	26	TTYcustomer was concerned that CA's messages were garbled until turbo code was turned on. Whne turbo code was off CA's can't read his typing. He said he is currently working with techs to have this problem resolved and would like someone to call him back.	4/119/02	TT results- Reboot resolved the problem. 4/19 - Customer accepted resolution.

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3110F	01/23/02	21	Customer reports that when her call was answered by 5120 she received the macro ur caller id will send along with the standard vco gretting. The customer explained that she did not want to see that macro and the agent told her that it could be blocked. The customer also spoke with a sup who told her that she could place a note in her db instructing oprs not to sed that macro. I apologized for the misinfo and explained to the customer that the macro is not something the agents manually send, but it is sent auto. I explained that the sup did not place any such note in her db and further than this is not a possiblility as the agents have no control over that macro. In discussing this feature further with the cusotmer she decided to block her name and nbr from appearing on someone else's caller id unit for her outgoing calls. i selecte4d no for the caller id send portion of her db. She decided she would liek to see the name and nber of anyone calling her thru relay and I explained that she would need to call her local phone co to sign up for the service and purchase	01/29/02	Reviewed info with sup and agent.

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3119F	01/25/02	3	Customer states that she first made a call to an ans mach and then when calling back the 2nd time she told the agents to save your fingers and you do not need to type the whole msg but just to type we can't com and then give the GA. Then agent did as asked and on the redial did not type the msg bu typed ans mach and then after the msg was left your msg has been left ga. Customer states that the agent should ahve used common sense and typed a few words of the msg so she would know they reached the same party. RCS response: rep asked th customer if she did tell the agent not to type the whole msg on the redial. Customer stated that yes she did but the agent should have known to type at least a few words to let her know that they had reached the same party. Let the customer know that we would turn int he complaint so that it would be investigated further. Also let the customer know that it might be causing the agents confusion when they are told not to type the whole msg and then are expecting them to type a few words without making the info clear to them	01/31/02	Situation was confusing. Coached agent on following customer instructions. Agent expressed that she made the assumption customer knew that redialing meant going back to the same nbr. Coached on this.
6744	01/27/02	26	Person gets garbling on their line. Sup said he would have tech look into the problem. Customer was pleased. No call back requested. Sup completed a TT.	01/27/02	Could not do follow up due to lack of information.

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3143F	01/30/02	21	Customer states that he was trying to call the FCC investigator about his constant garbling problem when using the relay service agent 9181M and his call was so garbled that he could not talk to him. Customer asked the agent to get a sup on the line and sup Jimmy came on the line. The call was still garbled but within 60 to 120 sec that sup hung up on the customer. Customer felt this was very rude and should not b e done in that short of time. Could have at least tried to converse with him. RCS response: Apologized for the inconvenience and let customer know that we would send in complaint to the ctr where sup was. Customer also requested a tt be entered about this constant problem. TT 04788350	02/25/02	Addressed agent and sup regarding this complaint. Agent stated that the customer was complaining about garble and not receiving text on his screen. Customer then requested sup. Jimmy assisted on the call. Jimmy states that he identified himself and the cusotmer typed Jiimy whatever you typed I could not see what you typed. Jimmy then typed can you read me now? the customer responded no after typing and waiting for a response 3 times the customer disconnected. I also spoke with the tech suppoort and was informed that they are working with this particular customer regarding the garbling problem.
4536	01/30/02	26	TTY user is informing us of his effort to resolve the garbling problem he has with relay. After communicating with sprint tech, he is still experiencing garbling from the relay oprs. This is after making an adjustment on his tty and also using the 800 relay nbr not 711. Both as suggested by the sprint techs. He is expecting further communication from sprint techs. I apologized for the continued frustration, hoping a resolution can be found soon. I assured him another tt would be submitted. Customer is expecting a callback from sprint tech. TT 04788466	01/31/02	Technican re-programmed and corrected all echo cancellors.

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3702	01/30/02	3	CO VCO customer has been experiencing severe garbling problems. They placed a LD call tonight and after approx 15 - 20 min the garbling began. They disconnected with the outbound. At theat time they requested to speak to a sup. They were placed on hold for a while and then without warning transferred to CS. They state this happens frequently. The customer would like the call traced to determine the agent id nbr. They also requested a follow up from AM. I apologized and explained it was not common practice to transfer without approval. Suggested the cusotmer document agent id nbrs. Customer suggested when a call is transferred to CS that the agent id's # follws through the transfer. Forwarded this info to the AM for follow up.	04/19/02	Bari understood the problems and are satisfied with resolutions.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12128	01/31/02	01	Customer Called in upset about the call. Customer stated agent took 20 minutes to dial the nbr and that when the nbr was dialed, the agent typed (M) instead of the correct gender, which was (F). After reviewinng the call I noticed the customer provided too many nbrs to be dialed. I apologized for the delay., and informed the customer that I would follow up with the agent and the QA dept. I also coached the agent on alternative procedures that she could have followed to help in getting the correct nbr from the customer. The agent understood and agreed the customer understood and requested a diffrent agent to continue the relay call.	02/15/02	After receiving this complaint the agent was blind monitored to further investigate. While monitoring several calls, processed by the agent, It was observed that she does dial the calling to nbr promptly and also send the correct gender. Addressed the agent regarding the complaint however she had no recollection of this call. I informed the agent of the 6 sec dial out policy that must be adhered to at all times. I also informed her that if too many nbrs are provided that she should clarify the nbr with the caller. If the caller is unresponsive a Sup should be alerted to further assist with the call. Regarding the incorrect gender she should immediately make the necessary correction by using the backspace key. The agent QA file was also reviewed to investigate how the agent had performed on processing calls. The QA department will continue to monitor this agent to ensure that she continues to perform quality work and customer satisfaction.
3133F	01/29/02	26	Account mgr has had an ongoing complaint about garbling from onecustomer and reports multiple complaints recently regarding the same. I took necessary calling from and to nbrs and agetn Id and opened a TT for a Tech to investigate the cause of such. Told him I would forward copy to him	04/23/02	Techs found problem w/ echo concellors - fixing problem - I accept this resolution.

Complaint Tracking for Colorado

February 2002

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4539	02/04/02	26	TTY user says that he always receives garble from relay. He says garbling started approx 1 1/2 weeks ago. He futher stated that garbling happens wheter calling from home or from work. Asked if the tech could call him. I apologized for the problem that he has been experiencing. TT was give to tech for follow up.	02/04/02	received email from customer stating no more problems and was grateful.
3170F	02/08/02	11	Customer states that she requested that the agent not type the whole ans mach in order to save her fingers but to please type the xxxx's so that she knows she is reaching the right nbr to leave a msg. When we dialed the nbr the agent typed ans mach and nothing further. The agents are not typing what I'm requesting they are only following 1/2 of what I'm requesting for them to do. This keeps happening over and over with the agent. I'm not sure why they can't follow my simple directions clearly. RCS response: Thanked the customer for letting us know and assured her that we would send in a complaint so that this issue could be investigated further.	02/19/02	Team leader spoke to agent. Agent said customer never said to type the name of the recording but only said do not type ans mach msg. The agent was positive about this and remembered call clearly.
3176F	02/10/02	5	Customer called in stating that she had given the agent instructions as to how to process this long distance call if someone ans as well as if there was an ans mach. If it was an ans mach she only wanted the first word so that she would know that she had reached the right party. The agent typed out the whole ans mach msg. When customer asked her why she typed the whole msg and asked her to redial so that she could leave a msg, the agent hung up on her. Thanked her for calling in, let her know that i would get his written up and forwarded to the proper ctr. She believes that this agent may be new.	02/14/02	Coached agent on vco call. Agent did not hang up on customer, vco customer disconnected the call.

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12181	02/13/02	21	VCO user stated that she informed the agent that her name wasxxxxxx however the opr typed xxxxx as the vco user's name. Vco user also stated that she spelled her name out to the agent but it was still wrong. I apologized to the customer for the inconvenience and assured her that the complaint would be investigated.	02/13/02	Addressed agent regarding this complaint and she stated that when the vco user stated her name it sounded like xxxxx, the agent also stated that the vco user did not spell out her name as stated in her complaint. I informed the agent to always get clarification on the name and the spelling if she was not sure. Having the correct info is important especially when the vco user has a special announcement, which includes their name, which was the case in this call. Agent QA file was also reviewed.

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4554	02/15/02	21	Customer complained that the system did not recognize the nbr quickly enough and that the agent did not switch over to vco quickly enough. He said the agent interrupted him when he was trying to give her the nbr to dial and he ahd to repeat the nbr 3 times. Then she dialed the wrong nbr and he repeated all his complaints twice to make sure I got them down. Apologized for the inconvenience to the caller. The vco caller stated that he had a bad attitute. Asked if he wanted a follow up and he declined.	02/15/02	CA did right procedure. Sup states when vco caller requested for a sup I took over and he stated that this agent interrupted him and I checked that it was possibly computer system that both vco caller and ca typed at the same time. Apologized for his inconvenienced and I told him I would be happy to have ca dial the nbr again and process it. CA typed the whole recording and unfortunately, the nbr again and process it. CA typed the whole recording and unfortunately the nbr was incomplete or no longer in service. Then he requested for a sup again and I asked assist sup to take over so I stood by with my interpreter to resolve the issue, but customer kept accusing CA for making some errors. He stated that he had a bad attitude. I verified CA did right procedure and dialed the right nbr.
3194F	02/18/02	21	Customer asked the agent to call a company and told her she did not have to type the whole menu just to reach the cs dept of the company. The agent typed that the phone just kept ringing and ringing and finally the customer did interrupt and asked the agent to ask what nbr did you dial? The agent's reply was relay does not have that info. RCS response: Thanked the customer for letting us know and assured that we would send the info in for further investigation into the matter.	02/19/02	I followed up with CA. She recalled the call and said the customer was asking for city and area code. CA didn't have that info. She did the correct procedure.

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3196F	02/19/02	11	Customer states that this agent broke transparency. She had asked the caller to repeat the nbr as it was garbled when she received the typing and instead of letting the caller repeat it the agent butted in and gave the corrected nbr. After the call the customer told the agent that she had broken transparency and that she should not have done that and asked for a sup. She waited a long time on the phone and finally the phone got disconnected. She immediatley called the rcs to report the agent. RCS response: Thanked the customer for letting us know and assured that we would turn int he complaint so that it could be investigated further.	02/25/02	transparency protocol was reviewed with agent. Agent did ring assist bell. I was on floor and responded. While I was reviewing call, caller hung up. I did have time to see that agent typing was okay. No garbling or typos at this end.
3201F	02/20/02	26	Customer reported when callig relay this agent handled the call indicationg fl ctr and received garbling and could not read the agent's typing. Apologized to customer for the problem and let her know a tt would be opened to investigate the issue. Tt 1000009203	04/15/02	TT results - tech found problems with echo consellors and are patching it and rerouted to avoid those echo canellors. Follow up with customer via email.

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3199F	02/20/02	9	Customer reports that the agent dialed the nbr provided and reached an ans mach. The agent did not type what the ans mach said but instead typed ans mach ga. The customer asked was that an ans mach and the agent replied sure ga. The customer asked for a sup who was not communicating clearly so the customer hung up and dialed to CS to report this problem. Apologized to the customer and agreed that the agent should have typed the entire ans mach msg. told the customer the complaint would be documented and forwarded to the call ctr where the agent is located for follow up with a sup.	02/20/02	Addressed agent regarding this call and she vividly remembered processing this call. The agent stated that there was a short msg which stated hello and that was it. She informed the vco user of that and also sent the macro. The vco user then requested a sup. Sup assisted the agent on the call and observed what the agent had typed to the caller. Sup redialed the nbr and heard first hand what the agent had described. She attempted to explain what transpired to the customer, but she hung up before the sup could finish her explaniation. The agent also filled out a ca feedback form to document the incident/
3212F	02/24/02	3	VCO reports she requested agent call nbr and type S T for Senior Transportation and then give the GA when she could leave her msg agent dialed nbr and typed (ans mach playing). VCO typed voice pls ga and agent typed waiting for then beep beep beep and typed hung up while u were typing. VCO reports this problem is getting worse and worse and the agents do not listen to her instructions. She is only trying to save their hands. VCO asked if agent don't care about their jobs? and training needs to make sure agents understand the importance of listening to the callers specific instructions. VCO advised she called CO relay and agent 4224M processed the call. Apologized for problem encountered advised complaint would be forwarded to mgmt.	06/14/02	Followed up with CA 4224M. He couldn't the call. Coached him to follow cust's instructiions. Explained to Ca to use a macro as playing then open voice in order for cust to leave a msg.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3223F	02/26/02	29	Customer using prepaid calling card thru relay and also getting billed casually by Sprint for same calls. Open TT 10000015595. Apologized to customer for the problem. Customer to send in bill.	04/23/02	Sent letter to customer requesting more info.TT closed due to lack of communication / info.
3221F	02/26/02	4	Customer states that this agent dialed a nbr to the bank and when they answered she got a recording but negleted to type anything that the recording said to the customer. Instead she simply typed recording playing she never even let the customer know the name of the company that had been reached. the customer typed xxxx's to her trying to interrupt the call when the agent typed pls hold for the next available teller. after teh call ended the customer asked to speak to a sup and instead was transferred to RCS. RCS: Apologized to the customer and thanked her for letting us know and assured her that we would be sending in the complaint so that a sup could investigate the issue further.	02/28/02	Unable to contact customer with number provided. No further action possible. Agent followed correct procedure and didn't realize customer was attempting to interrupt.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3233F	02/28/02	5	Customer stated that they just had this agent and her typing was attrocious. I gave her the nbr to dial then she typed back to me voice now ga. Then type your caller id is blocked, dialing local call, rang 5 times then she typed you reached xxx you but if you leave msg we'll get back to you M.... then the I was cut off, my light went off on my tdd. CS: I apologized to the customer that she had been disconnected and thanked her for letting us know. Told her this report would be sent to the call ctr where the agent is located.	02/28/02	Addressed the agent regarding this complaint and she did remember this call. The agent stated she typed the ans. Machine message verbatim however mid way through relaying the message, the red box appeared stating inbound line disconnected. The agent was informed that if the nbr had already been provided, it was not necessary to send CTRL 0 (VOICE NOW) GA. She was also coached on the proper procedures to be followed when processing a branded VCO call. The customer also stated that the agent had typed "your call ID is blocked." I believe the agent presed CTRL O which is a toggle key to block and unblock caller id's was accidentally pressed when attempting to press CTRL 0. The agent was also coached on the proper procedures to be followed when processing Branded VCO calls. The agent was also informed of the consequences for disconnecting calls. Agent 9319F is a recent graduate and is being paired with a Lead Agent to provide on-going feedback to the agent. The QA department will closely monitor the agent and continue to track her progress.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3234F	02/28/02	3	Caller said she told agent to call Wells Fargo Bank but not to type the entire message, just type Wells. She said the agent did not type "Wells"--just typed "recording playing" and when caller asked "what recording" the agent said Maam the recording si playing. Caller thought the agent did not handle the call correctly. Apologized to the caller for the problem and let her know a complaint would be issued. .	04/15/02	Coached agent regarding this - reminded agent to follow all customer instructions. Customer satisfied with the way we handled the resolution via e-mail.
3242F	02/28/02	26	Customer called with complaint of garbling. She cannot read what is being typed to her when call is connected. I apologized to caller for the problem and let her know a trouble ticket would be opened. TT is 1000021616.	04/23/02	Techs were able to locate problem - cuased by the new echo cocellors models - being reprogrammed and rereouted the rest so they will not go thru echo concellors. Tried to reach customer 3/18, 4/12; 4/23 - no answer, Closed due inability to reach the customer.
12201	02/27/02	2	The customer complained that agent 9061M did not follow the customer notes. When the agent reached an answering machine he tyepd the entore message to the customer when the notes advised all agents not to type answering machine messages. I apoogized to the customer for the inconvenience and informed the caller that I would address the agent regarding this complaint.	02/27/02	Addressed the agent reagrding this complaint and he stated that he did not see the customer notes. However when I assited the agent on the call, I observed the customer notes informing agents not to tyep ans machine meaasges. I coached the agent on the importance of reading and adhering to the customer notes. The agent was advised that if the customer notes and requests are not followed that it could lead to disiplinary actions. The agent displayed a lack of interst in the consequences of not adhering to proceudres and as a result will be terminated from the account.

Complaint Tracking for Colorado

March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3241F	03/01/02	11	Customer states that she had told the CA to just say mom is calling and that she didn't have to explain the relay. The phone rang 5 times and then the customer received typing, "Anwering machine playing - beep, Agent hung up" When the customers asked about it the agent said, "the computer dialed and then it typed this message to me and not to you." RCS response: Thanked the customer for letting us know and apologized for the inconveneince and assured that we would send the complaint in for further investigation.	03/04/02	Agent was coached to always type answering machine message unless otherwise instructed.
3239F	03/01/02	03	Florence called in stating that she gave the agents the instructions up front that she would most likely reach a lengthy recording and to simply type the name of the company and "GA: so that she knew she had reached the right place. The agent simply typed "(recording playing)ga", Florence didn't know whether she had reached the right place or not. When Florence asked her why she didn't follow her instructions the agent replied that she thought she wanted to talk to a live person, she had made a mistake and was sorry.	03/12/02	Spoke to the operator-she is a very good one-no other problems-was reminded to always follow customer instructions.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3257F	03/05/02	04	VCO reports asking agent 9090M to dial a nbr when agetn reached an ans mach agent typed(ans mach playing) ou can leave ur msg as beep beep. VCO didn't know who they reached VCO didn't tell aget that atheare wld be an ans mach VCO didn't know they wld reach an ans mach when VCO asked agent why they didn't type the recording agent typed "its been my experience that VCO users want to leave a msg 1st time we have received complaints from VCO users because they don't want to be treated like TTY users." VCO states that Relay agent shld know each call is difference and not take it upon themselves to make determination of how call shld be handled. (apolozized for the problem advised complaint wld be forwarded to supervisor) FAxed to FL Center	03/08/02	Addressed agent regarding this complaint and the agent did recall handling this particular call. The agent stated that when he processes VCO to Voice Answering machine calls following proper procedures, the callers sometime complain about the procedures that are to be followed. Therefore, he allows the callers to leave a msg once an answering machine is reached so that thye may leave a message the first time. I explained to that agent that he is not following proper call set up procedures when handling this type of call. I coached him on the proper procedures to follow and explained to him that he only time that he can deviate from procedures is if a customer instructs him to do so. The agent was receptive to the feedback that was provided however due to the nature of this complaint disciplinary actions will be taken.
4567	03/06/02	26	Customer just wanted to inform us that agent 9467m's equiptment garbled badly and shld have it checked. The gave no more info.	04/23/02	Techs locaated problem to echo cancellors - reprogrammed and re-routed calls to avoid echo cacellors.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3263F	03/06/02	03	Customer called to say I ask the agt to dial my family ph nbr and did not expect to reach the ans machine the agent typed whole ans machine message - then said ans machine ga, I told the agent to redial and I wld leave a msg but not to type the ans machine message and I wld not have time to leave my message before it wld hang up. Agent typed (alt 7) redialing to leave msg then (alt e) redialing then (alt g) ans mach playing ga I don't think this is proper procedure and this is happening to many times and I am getting tired of it. this is not what I ask the agt to do.	03/09/02	Addressed the agent regarding this complaint and he stated that he was not given any specific instructions by the caller as to how she wanted her call processed. After dialing the calling to number, he reached an answer machine, which he relayed the message to her. The call was set up as follows: (Beep) (F) (ANS MACH) GA. The customer then informed him that he wanted to leave a mesage but she did not want him to type the message again. He stated that he then sent the CTRL 3 macro, (PLS VOICE UR MSG WHEN U SEE "GA" REDIALING), and once the answering machine began to play, the ALT 3 macro was sent, (ANS MACH PLAYING). Once the beep was heard, that info was typed to the caller followed by F9. She then began voicing her message on the answering machine. Based on the info provided by both parties, proper procedures were followed. The QA department will monitor the agent to ensure the proper procedures continue to be followed.
3267F	03/08/02	25	I just tried to place a relay call (9:45a.m. Colorado time) got agent 4890F. I gave her the number to dial then waited. No response of outdialing or anything. The line just disconnected after I gave the number to dial"	03/08/02	Agent did not remember the call apparent techinical Problem. 4/15/02 Customer is satisfied w/ the way we handled complaint and resolution. Florence - is making connection ok no need to do a TT. - Rex Moers

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4573	03/10/02	21	Inbound VCO customer made a seris of three calls. After the last call, Agent sent Alt-W (person hung up sksk) This was sent after the outbound voice was disconnected, but should have been Alt 0 (person hung up) Relay State XXXX ga or sk. User expected "GA or SK" but only got "SKSK"	03/13/02	I coached CA to use Alt 0 when VCO/TTY are the inbounders & use Alt W if VCO or TTY are the OB- CA understood & corrected his error.
4578	03/11/02	17	Colorado TTY user upset that operator 9442F was rude in interrrupting this user. This user was attempting to give the operator the nbr to dial and instructions for an ans mach operator interrupted sending "Relay Colorado OPR 9442F (ur caller ID will send) Nbr CAlling Pls". This only happened today -- not happen often.	03/19/02	Agent was addressed regarding this complaint and she recalls having the call come in but the msg was garbled. The agent then resent the macro F3 in case the caller hadn't received it at the beginning. Coached agent on proper procedures to follow when a msg comes in garbled. Send macro CTRL 2 instead of F3. When doing this the caller knows that their msg is coming through garble. The agent advised if the same problem persists to request a supv to assist with the call and document the incident for a troublke ticket. The agent was also scanned and found no problems ragarding calls. The QA department will continue to follow up with QA scans and evaluations to ensure that the agent is following proper call procedures. 4/23/02 - used relay to connect - reached a # that doesn't accept solicitation case clsoed due to inablility to reach customer.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12250	03/04/02	26	Customer complained about experiencing garbling from the relay center. He was not able to read any of the messages that were typed by the agent.	03/08/02	I spoke with our on-site technicians regarding this issue and was informed that Call Center Technical Support is currently investigating this matter. However, a trouble ticket was entered. Trouble ticket number is I000029958. Tech found echo concellors were causing garbling Patch ed an re routed calls so that they do not touch those new models. Bari was satisfied with this resolution.
3301F	03/18/02	17	I just received a call thru Relay service and I want to make a complaint. Agent 9620F handled the call, the call lasted about 30 min and during the entire call the agent kept sighing very loudly in my ear and when she was not sighing she was yawning. She sounded like she haged her job, and I took it as being rude. It was to the point where I wld liek to ask for termination of her job."	04/26/02	Received on 4/23 - met with agent and was infoemd that the voume on her microphone was at high setting. Thus, when she would breath calmly, it was heard loudly on the line, which was misinterpreted as sighing. When the voice commented on the heay breathing the agent moved the microphone away from her face. The agent was coached on the importance of being courteus and remaining professional when speakig with customers. Attempted to contact customer - May 3 - no answer; May 20 - Cindy not in Office; MAy 31 - LEft mssg of resolution

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3297	03/18/02	26	VCO report receiving garbled messages for weeks via CO Relay VCO reported CA #'s 9129, 9358, 9603 on most recent calls when garbling occurred. VCO uses Ultratec Uniphone (VCO did not have model#) VCO reports receiving a lot of XXX on her screen and hears clicking sounds while she's talking after she tells Relay opr she is receiving garbled messages she reports the proble is resolved or less garbling she is having many problems completing calls via CO Relay due to continued garbling problems.	04/23/02	Techs located problems w echo cocellors and problems being patched and rerouted. 3/26 - tried to contact customer no answer; 4/12 - " " " no answer; 4/23 - Got hunag up. Clsoed due to inabilitiy to reach customer.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3305F	03/19/02	02	VCO reports that operator 9479F did not process her call correctly. VCO rquested the operator to call 800 number to check information about her calling card. She instructed the operator to only type the company name on recording and then at voice prompt the operator didn't have the 8-digit number provided by VCO. VCO thought her instructions were clear but evidently not. Relay operator redialed and typed (ans mach) and holding etc etc. VCO kept tying to interrupt finally the operator asked if she was trying to interrupt. VCO told operator she didn't know who she had reached and that she had requested the company name be typed on the recording. VCO asked Relay opr why she didn't type the name of the company reached and the operator informed the VCO that Relay is not required to type the recording, only required to type (ans mach). VCO knows this is not correct and continues to have this problem through FL center. VCO requests the complaint be forwarded to supervisor as well as training personnel at FL center.	04/15/02	Addressed agt regarding this complaint and she did remember handling this particular call. The agt stated that she was provided with an 800 nbr and was instructed to get a a live representative. Once the recording began plaing the agt sent the ALT Q macro, (Recording Playing), and informed the caller that she was waiting for a representative. The caller then inquired why the agt did not type the name of the business and agt replied that she did not do so because whe was attempting to get a live representative as requested. The vco user eventually disconnected after holding for an extended period of time for a representative. The agt was coached on relaying the name of the business so that the customer is aware of where they are calling. Also, the agt was coached on how she cld have better asisisted the customer and she was very receptive to the feedback provided. The QA department has monitored the agt and reviewd her performance file and has never had a problem adhering to customers requests. However, the QA dpeartment will continue to monito

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3295F	03/18/02	26	TTY user reports having garbling problems since 711 was implemented, October 2001 having garbling problems from residence using Ultratec 420 Mini Print as well as public TTY from workplace does not have agent numbers garbling throughout call does not have turbo code on Ultratec 420.	04/23/02	Tech located problem to echo consellors - the resolution was to patch and re-route the calls to avoid those models. 4/12 - left msg for customer. 4/23/02 - left msg for customer.
3331F	03/26/02	11	Customer is branded VCO. She read back her tty tape to me regarding a problem she had with agent 9283F. Her call was answered in accordance with the branding "vco or type ga" The customer gave the agent nbr to dial. The agent typed "hello are you there ga" The cusotmer repeated the nbr to dial. There was a long delay and then the agent again asked "hello are you there ga" The customer sent her macro 'VCO Please GA" There was no response from the agent. The customer sent this macro 4 more times and on the 4th time the agent finally said, 'nbr calling please ga" The customer said "I'm on voice ca you hear me GA" The agent responded "the nbr calling please GA" The customer again asked if the agent cld hear her. The agent told her yes she could hear her and again adked for the nbr calling/ The customer asked the agent why she wasn't able to hear heer at first. The agent offerd no reply so the customer asked the agent to call a sup over to assist if there was a technical problem but the agent did not do so. The customer isi unaware if the agent opened a trouble ticket. I apologized to the customer and	03/28/02	The agent addressed shortly after this complaint. The agent stated that the call came in on the voice line. The line switched back and forth a few times before the agent finally pressed ALT V to find out if it was a VCO user. She discovered that it was and proceeded to ask the caller for the nbr she wished to dial. The caller requested a sup as she felt that the agent was experiencing technical dDifficulties at her terminal. However the agent failed to alert the sup as she felt that she was not experiencing technical problems and evetually the call was transferred to customer service. The agent was coached on proper procdures to be followed in this situation. The agent was blind monitored and did not seem to have any difficulty processing VCO calls. However, after furtger investigating and working closely with one of on-site technicians regarding this matter, it was discovered that this cal was branded and wld never have come in on the voice line. Based on the info gathered, disiplinary action will be taken.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3321F	03/22/02	21	Agent dialed a wrong nbr and when caller asked for an instant credit the agent transferred her to Customer Service to do it. I explained to the caller that the agent has to issue the isntant credit cust svc can olny give credit after the bill is generated. I apologized to the customer for the problem.	03/31/02	Coached on how to handle Instant Credit whenn this typ of misdial happens. Agent now knows that at the customer's request she should have dialed 0 for the opretaor.
4593	03/27/02	3	Customer complained that agent 4990F interrupted her while she was typing calling instructions to the agent. The customer wanted to call a pager anf have their # entered but the agent dialed the nbr without waiting for a "GA" and the rest of the customers instructions. When the customer complained the agent hung up on her. Apologized tot he customer and said I wld see to it that this is taken care of and that xomeone meets with the agent. They thanked me and appeared happy w this.	03/31/02	The agent does not remember this call but is aware that premature out dialing is to be avoided as it has happened before and has now been coached on the subject.
4593	03/27/02	5			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3332F	03/26/02	4	VCO reports that Opr didn't follow relay prcedures VCO requested opr dial 800# to medicare and connect with fraud dept. Opr dialed 800# and typed recording playing hold. VCO finally typed VCO GA 2x to get opr attention. VCO told opr she didn't know whom she had reached and didn't know if opr chose correct option to redial and type entire recorded msg. VCO responded no she wld call cust svc. VCO reports this problem is happening many times. Realy oprs do not type name of office or company reached on recording just type recording playing. Aplogized for the problem encountered advised complaint would be forwarded to FL center.	03/28/02	Agent was addressed regarding this complaint and remebers handling call. The agetn stated she was instructed to press an option for the fraud department however while listening to the options she noticed that the VCO user was attemptig to communicate with her therfore the agetn pressed F9 so that the VCO user may speak. However in doing so she did nto hear the option for the fraud dept. When setting up the call the agent did nto type the anme of the the business which was not required in the past however we encouraged all agents to do so as a courtesy to customers. The agetn was made aware of the new procedure.
5259	03/25/02	26	The call came in on the VCO line but the party requested to type. The Ca follwed correct procedures. Alll of the messages were terribly garbled from what I cld gather the customerm had prblems trying to place a call prioe to this one. Now having problems again .Complained took too long hated waiting I apologized for any inconveneince or delays in placing call and let then know about their garbled messages.	03/26/02	No further action possible.
8/1/1912	03/29/02	3	Customer complained that CA 4890F did not follow customer's instructions from the customer notes not to type the re msg but type ans mach.	03/29/02	Apologized to customer. Mentioned that CA 4890F had realized that she did not read the customer notes. Assured that it won't happen again. Customer was satisfied with resolution.