

STATE OF FLORIDA

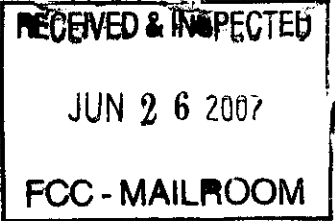
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DIVISION OF COMPETITIVE MARKETS &
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 BETH W. SALAK
 DIRECTOR
 (850) 413-6600

Public Service Commission

June 22, 2007



Ms. Marlene H. Dortch
 Office of the Secretary
 Federal Communications Commission
 445 12th Street, SW, Rm TW-B204
 Washington, D.C. 20554

Re: CG Docket No. 03-123 TRS Complaint Summary

Dear Ms. Dortch:

Enclosed is an original and four copies of Florida's relay complaint summary for the period of June 2006 through May 2007. Also enclosed is a compact disc containing the same complaint summary.

Florida received 180 complaints about the various types of services including Captel. Each of the complaints were resolved within the FCC's time requirements.

If you have questions, please contact me at 850/413-6582 or rmoses@psc.state.fl.us.

Sincerely,

Rick Moses
 Chief, Bureau of Telecommunications Service
 Quality, Certification, and Enforcement

Enclosures (6)

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Internet E-mail: contact@psc.state.fl.us

Florida Complaint Tracking Report
June 1, 2006 - May 31, 2007
 Total No. of Complaints - 180

RECEIVED & INSPECTED
 JUN 26 2007
FCC - MAILROOM

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|---|
| 01/02/07 | Disconnect/Reconnect during calls | 01/02/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. Advised customer to try the phone on a different jack in the house. |
| 01/02/07 | Disconnect/Reconnect during calls | 01/04/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 01/03/07 | FL VCO customer stated when using a calling card through Relay s/he intermittently gets LD charges instead of charges being taken off from calling card. | 01/03/07 | Apologized for the problem and turned in Trouble Ticket. Customer requests Account Manager and Technician to follow up. Forwarded on to Sprint Tech. Non-agent error. |
| 01/04/07 | Disconnect/Reconnect during calls | 01/04/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 01/05/07 | The voice customer stated that she received a relay call. Customer stated when the call was identified as a relay call, she informed the operator that she would transfer to appropriate personnel. However the operator would not allow her to transfer the call. Customer stated that she made it known that she is the switchboard operator and know to whom the call is going to but felt that operator was obstinate and refuse to allow her to transfer the call. It was poor customer service and that she handles a lot of call and couldn't tied up the call queue. | 01/05/07 | Apologized; no follow up requested. CA remembered call and said customer gave no indication it was a switchboard until well into call. CA said she told customer she would have to ask IB to transfer and could not make that decision for caller. CA explained that she would have to type this to caller and would let her know caller's response. Customer was upset and did not want to wait for caller's response. Reviewed procedure to follow when reaching a switchboard including proper phrasing. |
| 01/08/07 | VCO caller gave a call to number and nothing happened. Eventually agent hung up on the inbound VCO caller. | 01/08/07 | Agent didn't recall but knows not to hang up on customers. |
| 01/12/07 | Service - General | 01/12/07 | Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support. |
| 01/15/07 | Service - General | 01/12/07 | Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|---|
| 01/15/07 | Captions - dropped characters/garbled text | 01/16/07 | Sent letter explaining how the CapTel works and how the quality of the phone line or network affects the quality of the captions. |
| 01/16/07 | Technical - General | 01/16/07 | Investigated incidence of customer not being able to dial "0" |
| 01/17/07 | Account Login Failure | 01/19/07 | Unit's account activated. Unit now operational. |
| 01/23/07 | Disconnect/Reconnect during calls | 01/23/07 | Explained to customer the difference between a regular phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring. |
| 01/24/07 | Caller reported that he has not been able to get through to FL Relay this afternoon and just rings and rings with no answer. He dials the toll free number 800-955-8771. | 01/24/07 | Apologized for the incident. Will look into this problem. When checking the traffic panel, screen showed that the FL JAX call center was in hold, no operators available. Time 1:35 - 1:40 pm CST. No follow up requested. |
| 01/25/07 | Disconnect/Reconnect during calls | 01/25/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 01/26/07 | Customer requested an OSD operator 3 times and agent refused to transfer. Agent was rude and hung up on customer after a few minutes. | 01/26/07 | Discussed call with Agent who did not recall this call but stated that she transfers all requests. Instructed her to get a supervisor if there are any problems with a call. |
| 01/29/07 | Agent disconnected call 4 times. | 01/29/07 | Apologized to customer. No agent with this number. No action taken. |
| 01/29/07 | Disconnect/Reconnect during calls | 01/29/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 01/30/07 | Disconnect/Reconnect during calls | 01/31/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 01/30/07 | Dialing Issue - Unable to dial regional 800 number | 01/30/07 | Technical Support made an adjustment so that CapTel user can successfully make captioned call to regional 800 number. |
| 02/06/07 | Caller reported that he could not get through to the FL Speech to Speech number, 877-955-5334, from his cell phone or from his work number and also had four others in his building try to get through. None were able to connect successfully; they only got ringing and ringing. | 02/07/07 | Asked the caller to hold while I placed test call from Customer Service desk phone to the number; call was answered in two rings with no problem. Apologized to the caller and said a Trouble Ticket would be entered. No follow up requested. All test calls are completing. Problem not duplicated. |
| | Internal Update Performed | | Technician performed an upgrade with the Rockwell system and made test calls and was successful. Closed. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 02/07/07 | Agent was not polite and hung up on caller | 02/12/07 | Agent did not recall hanging up on a customer and stated that the call was probably a wrong number (calling the food stamp office) and was told they reached a wrong number. |
| 02/08/07 | FL VCO user's calls do not come in branded VCO when she uses 711 and she has to call back for rebranding. | 02/08/07 | Apologized, explained benefit of using the dedicated VCO toll free #. Entered Trouble Ticket. No contact wanted. Technician resolved the issue. Customer Service sent the VCO material to the customer to help them to set up branded VCO in the system properly. |
| 02/09/07 | VCO customer very upset that Relay system has changed within the last few days and she cannot connect properly with; VCO system is inconsistent when customer cannot make her calls via Relay. She must resort to traveling to who she is trying to call and leaving a note. Customer will go to higher authority if this problem is not resolved. | 06/10/07 | Apologized for problem and advised complaint would be entered for management to call her back. Customer did not have operator ID number, and dials via 711 RCS provided FL Relay dedicated line number. Follow up requested. Called customer 3 different times and there was no answer. Re-investigating this situation and another resolution will be provided in the required 180 days. |
| | Internal Update Performed | | |
| 02/13/07 | Technician with a LEC called to report that an employee who uses TTY FL Relay and dials to 711 has not been able to connect to any number since last weekend (2/11). The system is dropping the first two digits of the area code, then showing 8 digits, then 90 in the info digits. (The 90 is the first part of the area code). Caller was told that a new system had been installed that may cause the problem. | 02/13/07 | Apologized for the inconvenience and told him a trouble ticket would be entered. Ticket asked tech to contact the rep to do testing to resolve the issue. Follow up requested. Area code/ANI missing. Performed Internal Update. |
| | Internal Update Performed | | |
| 02/15/07 | Agent took too long to take VCO caller's number. Waited forever for relay to respond. | 02/15/07 | Forwarded on to correct center for follow up. Agent did not remember but sometimes has trouble setting up calls on the Phoenix system (new). Understands to get supervisor when there are problems. |
| 02/15/07 | From 9:00 to 9:30 and at 11:00 AM, customer was unable to get a relay operator. Tried several times and different numbers and was unable to get an operator. VERY MAD with the company and demanded that we have operators available anytime during the day or will get her lawyer involved. Demanded a follow-up call on this. | 02/15/07 | Forwarded on to correct center for follow up. Attempted to contact customer...RNA on 2/19 @ 215p CT. |
| 02/21/07 | Disconnect/Reconnect during calls | 02/21/07 | Advised customer to try the CapTel on a different jack in the home. Customer has since moved to her new residence and has not required additional assistance. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

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| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 02/22/07 | FL TTY customer not able to call through the relay to a cell phone. Customer is getting an error saying "Call can not be completed." | 02/22/07 | Apologized and entered Trouble Ticket. From the IT department: Making test calls, investigating. 2/22 1530. Duplicated with Sage. Phoenix desktop will not complete call to 305-316-1667. Escalated to development. Eric/JVL 2/23 NXX 316 is new NXX, not recognized in VNH file. VNH file updated on production, tested. |
| | Internal Update Performed | | Called customer 3 different times via TTY and VRS, no answer nor did an answering machine come on. |
| 02/23/07 | Technical - General | 02/26/07 | Technical support did an adjustment in the system to resolve other party's experience. Resolution provided. |
| 03/04/07 | Person was receiving multiple calls through the FL relay service. the calls included a lot of vulgarity. The person does not wish to receive any more relay calls. | 03/07/07 | Insufficient information from customer to take further action. |
| 03/05/07 | Technical difficulties - takes 45 minus to get thru to relay. Also not getting the voice now message on her VCO phone. Could not get thru when she needed 911 service. | 03/05/07 | Forwarded concern to TMCC for investigation. Not sure what time the call was made. |
| 03/05/07 | Disconnect/Reconnect during calls | 03/05/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 03/05/07 | Disconnect/Reconnect during calls | 03/05/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 03/05/07 | Disconnect/Reconnect during calls | 03/07/07 | Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 03/05/07 | Agents were not responding and only sent greetings 3 times and hung up. They did not respond when customer gave them a number to call. Customer is not sure if it's the agent's fault as it's been happening over the last 3 days. Feels it may be a service problem. Many agents have done this so that's why it could be a problem with line. | 03/05/07 | Forwarded on to customer service for technical assistance. This is a known technical issue that has been reported. |
| 03/06/07 | Service - General | 03/06/07 | Customer reported incidence that occurred on 3/5/07. Technical problem identified on 3/5/07. Resolution provided by network vendor on 3/5/07 at 1:30 PM Central Time. |

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June 1, 2006 - May 31, 2007

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| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|---|
| 03/07/07 | Accuracy of captions | 03/07/07 | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up. |
| 03/07/07 | Disconnect/Reconnect during calls | 03/07/07 | Advised customer to contact telephone company to check and possibly upgrade phone line. Also advised customer to temporarily disconnect security system to determine if that device is interfering on phone line. |
| 03/07/07 | Disconnect/Reconnect during calls | 03/07/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 03/08/07 | Disconnect/Reconnect during calls | 03/08/07 | Explained to customer difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and recommended that they have their phone lines check. |
| 03/08/07 | Dialing Issue - Unable to dial regional 800 number | 03/08/07 | Technical Support made an adjustment allowing customer to reach a regional toll free number. |
| 03/10/07 | After CA greeting, customer typed number and GA but no response from CA, then line hung up. Not sure if it was an accident. | 03/10/07 | Spoke to CA who did not remember the call. Suspect it may have been a dropped call or other technical error, since the CA does not normally receive FL calls. Possible non-agent error. Sent email to customer on 3/10/2007 explaining that we did in fact talk to the CA and that it may have been a technical issue that will be addressed. |
| 03/12/07 | Agent completed 1st call and when given another number to call, agent disconnected. | 03/12/07 | Coached CA on proper calling procedures. |
| 03/12/07 | FL VCO user complained his callers get a "number is disconnected" recording when calling him via FL Spanish Relay. Customer says there is not problem with voice callers to his same number. | 03/12/07 | Apologized, and entered Trouble Ticket. Customer wants contact with resolution. Could not duplicate 'Out of Service' to number both from desk and through Phoenix desktop. Since ticket was opened, we have updated Call Controllers and Phoenix software. 3/12/07: Called via Spanish FI # from 816-478-5465 and with CA, the call connected but customer was not in. I tried to call again later same way with CA and got the recording twice Out of Sv. I called direct and the line connected fine. |
| 03/13/07 | Account Login Failure | 03/13/07 | Unit's account activated. Unit now operational. |
| 03/14/07 | Internal Update Performed | 03/15/07 | Forwarded complaint to Team Leader for coaching. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

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| | Transmission was terrible. Operator was not giving all the information at the beginning. Caller was not getting responses from the operator and operator hung up on the caller at the end. | | Agent did not remember call, but felt really bad about it. Team Leader coached CA on proper calling procedures. |
| 03/15/07 | Accuracy of captions | 03/15/07 | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up. |
| 03/16/07 | Customer said agent hung up on him/her. | 03/16/07 | Supervisor met with agent and discussed appropriate call closing procedures. Agent understood well. Not enough information is provided for further investigation. |
| 03/16/07 | Disconnect/Reconnect during calls | 03/16/07 | Gave customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and gave tips to reduce their occurrence. |
| 03/19/07 | Agent did not respond when customer asked to dial number. | 04/03/07 | Agent number is not listed; no phone number provided for further investigation. |
| 03/19/07 | Agent didn't respond when customer asked to dial number. Has happened more than once with this particular agent. | 04/11/07 | Coached operator on the need to stay focused, respond to questions asked by customers and went over appropriate disconnect procedures. No phone number provided, therefore, further investigation is not possible. |
| 03/19/07 | Agent did not respond when customer asked to dial number. | 04/12/07 | Agent did not remember this call, but has been coached on remaining focused on all calls and responding properly. Agent understood. |
| 03/19/07 | Agent did not respond when customer asked to dial out number. | 04/19/07 | Supervisor met with agent regarding this issue. Agent has reported several occurrences of calls dropping in and freezing on the screen. When this happens, supervisor assistance is requested to restart computer. This is a known technical issue. Agent is aware to continue to call supervisor over for assistance as needed. |
| 03/20/07 | Complained that agent took too long to place call and refused to get supervisor after requested. | 04/03/07 | Agent no longer here, unable to follow up. |
| 03/20/07 | Took too long to place call and refused to get supervisor upon request. | 04/12/07 | Supervisor met with agent and she is aware of the required dial out time and to get a supervisor if she is having difficulty dialing out. |
| 03/21/07 | Disconnect/Reconnect during calls | 03/21/07 | Explained to customer the differences between a CapTel phone and a traditional phone and why disconnection/reconnection might be occurring. Suggested tips to reduce their occurrence. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|---|
| 03/23/07 | A FL voice customer (teenager) has been receiving harassing calls through Sprint IP Relay. Customer wanted these calls blocked from her cell phone because she would have to pay the bill for minutes used by receiving these calls. | 03/23/07 | Apologized and explained we can no longer block calls due to FCC regulation and referred customer to local PD and FCC. No follow up requested. |
| 03/27/07 | Captions Lag too far behind voice | 03/27/07 | Customer shared feedback regarding the lag in the captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up. |
| 03/28/07 | Asked agent for supervisor and then agent transferred call instead and the line disconnected. | 04/09/07 | Customer requested follow up via e-mail. Agent is no longer employed. |
| 03/28/07 | Agent continuously is disconnecting caller. | 03/28/07 | Forwarded to Florida Center Manager; Manager met with agent on regarding this complaint. Explained the severe consequences of disconnecting customers and agent understood. No phone number provided; therefore, further investigation is not possible. |
| 03/30/07 | TTY customer said that the supervisor would not get them a agent, customer wanted a new agent because the agent dialed the incorrect number. | 03/30/07 | Apologized. No follow-up requested. Met with Team Leader and discussed the importance of following customer instructions and good customer service. This supervisor understands. |
| 04/04/07 | VCO Customer gave agent the number to dial and the customer waited about 20 seconds, then agent typed (no response) and hung up on customer. | 04/16/07 | Agent did not remember this particular call. Appears that this may have been a technical difficulty and number did not come across screen. Supervisor went over appropriate call closing procedures and agent understood well. |
| 04/04/07 | FL TTY user complained of getting extreme garbling, and her call disconnects before the relay greeting completes. | 04/04/07 | Apologized, explained I would let the techs know the issue, and referred to Ultratec for advice. Customer would appreciate contact from technician for troubleshooting. Called customer twice and received the same recording: "This number has been disconnected." |
| | Internal Update Performed | | |
| 04/06/07 | Caller gave agent the number to dial and waited for a response from agent - then heard a dial tone. Agent disconnected caller. | 04/16/07 | Discussed with agent in reference to incident. Agent did not recall disconnecting a call intentionally; however, supervisor went over appropriate call closing procedures. No phone number provided therefore, further investigation is not possible. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

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| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 04/09/07 | Though a Voice user, this caller said he tried to place an Internet call but was disconnected by the operator, who typed something to the effect of "I refuse to place this call" (the caller didn't remember the operator's exact wording). | 04/20/07 | The supervisor who took the call recorded the information and told the caller that it would be forwarded to the proper personnel. Agent remembers the call and had explained that Sprint IP policy does not offer Spanish translating services via Sprint IP. Caller seemed dissatisfied with explanation. No phone number provided for further investigation on call termination. |
| 04/16/07 | Caller asked if there is a problem with Florida Relay because lately for the first time in 10 years, the operators wait for the typing to stop before they read. This woman said she was an operator for FL relay and her husband is deaf and she wants to know what is with the delay all the time lately. Is there new Florida training? | 04/16/07 | Follow up requested. Called customer and spoke with her for 10 minutes. Customer used to work for PRC and MCI as a CA. She and her husband usually hang up and wait to get a different CA and then the phone call progresses fine. Suggested to her that if it happened again, to please document the CA number and that we would coach that CA. Customer was satisfied. |
| | Internal Update Performed | | |
| 04/16/07 | Disconnect/Reconnect during calls | 04/16/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence. |
| 04/17/07 | Disconnect/Reconnect during calls | 04/18/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 05/01/07 | Customer called FL Relay multiple times since 4/16/07, at all hours of the day and night. It rings 3 times, then hangs up. No answer, no "Hold for next available rep." Calling from two different numbers. | 05/01/07 | Call controller was rebooted in Lemoore, CA. No further issues. |
| 05/07/07 | VCO user stated he provided operator with calling to number and carrier of choice. The operator dialed the incorrect number and would not repeat the number he dialed. Also disconnected on VCO user. | 05/15/07 | Supervisor met with agent and reviewed call procedures. Agent did not remember this call. Explained importance of responding to customers with correct info and went over appropriate call closing procedures. |
| 05/07/07 | Disconnect/Reconnect during calls | 05/07/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 05/08/07 | Customer said agent was very rude. Gave agent number to call, agent dialed and typed "Invalid number SKSKSKSK." Did not give customer chance to type or request a different number. Agent just put "SK" 4-5 times and hung up. | 05/15/07 | Team Leader met with this agent about proper disconnect procedures. The agent did not disconnect on purpose. There was no response after a minute so the agent went thru the disconnect procedures properly. Could be a technical issue if the customer was typing and the agent was not seeing the text. Trainer emailed the customer about the complaint on 5/15/07. |
| 05/10/07 | FL TTY customer called to complain that he was receiving an error message: INVALID CARRIER IN DIAL THRU NUMBER, PLS REPEAT when he called to relay service, even though customer had not entered a number to dial. He said this has been happening for the past month or month and a half. The last time it happened was approximately 11:30 5/10/07. | 05/10/07 | Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. Emailed customer with resolution and thanked him for bringing it to our attention. Setup file on customer TTY incorrect. This has been resolved. |
| 05/13/07 | Customer said agent did not follow calling instructions and hung up on caller. | 05/15/07 | Agent number is not listed, and no phone number available for follow up. |
| 05/16/07 | Customer called relay center's direct line and was very angry, spoke to manager. Stated that his mother, who is deaf, had called him approximately 11:32am and during the conversation, Agent 6219M started typing profanity "IF... you" to his mother. His mother responded "Why are you cursing at me?" Customer replied that he was not and confusion occurred. Both were very upset about the situation. | 05/16/07 | Customer wants follow up phone call. Center Manager observed the complaint and contacted the center manager in Sioux Falls immediately. Manager in Sioux Falls met with agent and discussed the situation. |
| | | | During the call, the customer started talking directly to agent. After two or three attempts in redirecting the customer, who became upset with the agent, agent started relaying the comments that customer made. The mother had observed this part, which led to confusion. Agent was processing the call correctly. Non-agent error. |
| | | | Per follow-up request, customer was called by Center Manager on 5/23/07 at 1:45 pm. No answer. Per follow-up request, customer was called by Center Manager on 5/24/07 at 10:20. Customer answered and Center Manger explained situation. |
| 05/16/07 | Disconnect/Reconnect during calls | 05/16/07 | Explained to customer why disconnection/reconnection might be occurring and gave tips to reduce their occurrence. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 05/17/07 | Customer stated that agent hung up on her during the middle of her call. Voice person had put customer on hold and customer thinks that agent hung up the call. She now feels bad that the voice person thinks she hung up on them. | 05/17/07 | Team Leader talked with the agent approximately 5 minutes after the call from this customer ended. The agent said that there had been no sudden disconnects that afternoon and at the time of the call, she was not sitting at a Florida gated station. It is suspected that the customer wrote down the incorrect agent number. Non-agent error. No action taken. |
| 05/17/07 | Echo Sounds - CapTel user hears | 05/17/07 | Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Customer subsequently sought exchanged CapTel phone console. |
| 05/18/07 | FL TTY customer called to complain that her when her boyfriend calls her from a prison TTY, the message is always garbled. The last time was 5/18, approximately 7:45 p.m. | 05/18/07 | Apologized for inconvenience. Opened Trouble Ticket. Since she said her boyfriend is the only one who calls her through relay, it is difficult to locate the problem. I did call her back via relay and she had no problems reading me. Follow up requested. Suspect prison TTY. If customer calls back, notate agent ID and I'll pull call logs. Also, make sure prison TTY is set to 'auto'. |
| 05/21/07 | FL VCO customer called to complain that she is having problems with agents whose number starts with 6. The range of troubles includes agents seemingly not able to hear her, incomplete relay greeting, words typed twice, and numbers not being out-dialed. | 05/21/07 | Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. Resolution is pending and will be completed within the required 180 days. |
| 05/22/07 | Caller is upset because agent hung up on her two times. After being hung up on the 1st time, customer called back into relay and got the same agent and was hung up on again! | 06/11/07 | No follow up requested. Agent did not recall this particular call; however, supervisor went over appropriate closing procedures and agent understood. Agent is aware of the consequences of disconnecting customers. No phone number is provided; therefore, further investigation is not possible. |
| 05/22/07 | Customer was very upset that agent up on her/him. Customer was very ASL and lots of garbling was on the call in to Customer service. | 06/11/07 | Apologized for the problem and assured that the complaint would be sent in as stated. Supervisor received call from customer service this same night of the complaint and supervisor met with agent. Agent did not recall anything unusual happening and went over the appropriate closing procedures. Agent understood the consequences of disconnecting customers. No phone number provided for further follow up. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

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| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 05/23/07 | VCO customer having trouble reaching the relay through both 711 and the toll free number. | 05/23/07 | Apologized and entered Trouble Ticket. Follow up requested. Re-investigating this situation and another resolution will be provided within the required 180 days. Pulled agent logs from machine. Agent could not hear customer, so disconnected call. Agent logs appear consistent with what agent says. Customer called back, got same agent, and completed the call fine. |
| 05/24/07 | FL TTY customer states during 2 conversations using FL Relay the text from the operator just stopped coming across to him. | 05/25/07 | Apologized and entered Trouble Ticket. No follow up requested. Technician tested the call and there was no problem with it. |
| 05/24/07 | VCO customer could not be heard by the outbound party. | 05/24/07 | Apologized for the technical problem. Service Ticket was opened. No follow up. Resolution is pending and will be completed within the required 180 days. |
| 05/29/07 | Customer asked relay to dial a number to leave a message and agent disconnected call before message was left. | 06/07/07 | Agent number is not listed in our center. No phone number provided, therefore, further investigation is not possible. |
| 05/30/07 | Disconnect/Reconnect during calls | 05/30/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and gave tips to reduce their occurrence. |
| 06/05/06 | FL VCO customer stated her VCO branding keeps falling off. She said she has to keep calling and having the branding put back on every couple of weeks and she's tired of it. When she came into customer service her branding was there. | 06/05/06 | Apologized. Unable to resolve complaint, since its a technical issue, and a Trouble Ticket has already been opened. |
| 06/05/06 | FL VCO customer stated her VCO branding keeps falling off every two weeks and she's tired of it. When she called in to customer service her VCO branding was there. | 06/27/06 | Apologized to the customer and turned in Trouble Ticket to Jacksonville and Miami. Assigned to Sprint Tech. |
| 06/05/06 | Disconnect/Reconnect during calls | 06/21/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence. |
| 06/07/06 | Disconnect/Reconnect during calls | 06/07/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|--|
| 06/08/06 | Disconnect/Reconnect during calls | 06/08/06 | Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence. |
| 06/09/06 | TTY customer reported agent did not cooperate in making call to insurance company; agent disconnected call but did not provide details when requested. | 06/16/06 | Apologized; no follow up requested. Met with agent, who stated that it was the outbound person that refused to take the relay call. That was typed back to the customer, but then customer hung up. He did not hang up on the customer. Coached agent on the importance of always keeping the customer informed, and typing everything verbatim. |
| 06/13/06 | Caller said the Florida Spanish line (877 955 8773) has long wait times to get a Spanish operator. | 06/13/06 | Apologized for the inconvenience. |
| 06/14/06 | Disconnect/Reconnect during calls | 06/14/06 | Seems customer has an amplified ringer plugged into second jack in the bottom of phone which may be causing disconnection during some captioned calls. Also sent customer information explaining the difference between a CapTel phone and a traditional phone |
| 06/15/06 | Disconnect/Reconnect during calls | 07/06/06 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 06/19/06 | Cannot connect to VCO number for FL, and customer stated this is not a technical problem, it is a people problem. Supervisor assisting caller tested FL VCO number and was able to connect to the FL VCO number. Customer also stated that agents abbreviate words that cannot be understood. | 06/20/06 | Supervisor added customer database note instruction reading "do not use abbreviations." Supervisor completed trouble ticket for the connection issue. Customer requested follow up from FL account manager. Account Manager contacted the customer and reassured the customer that we will coach the agent to be sure not to use abbreviate words. Customer was satisfied. |
| 06/20/06 | Customer stated that they asked the operator to call again and the agent would not help or redial. No follow up requested. | 07/05/06 | Met with agent, but did not remember the call. Coached agent on the severity of hanging up calls. |
| 06/20/06 | TTY customer typed "pls call the # but operator did not call for me. I asked are you there third time no answer." | 07/18/06 | Follow up requested. Agent did not remember the call. Agent was coached on the importance of dialing the number within 3 seconds after the GA |
| | Internal Update Performed | | |
| 06/20/06 | VCO caller stated that 9200 series operators always transmit (Voice Now) but do not open the line to hear her speak. | 07/18/06 | Apologized; no follow up requested. Advised all agents that not responding a customer was not acceptable. Also advised all agents of the consequences of this type of action. We continue to follow up to make sure that all agents are responding and opening the bridge for all VCO calls |
| 06/23/06 | TTY customer stated that this agent did not type the recording so they did not know what was going on. | 06/23/06 | Apologized. No follow-up requested. Unable to follow up due to agent ID not active. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 06/26/06 | Sound Quality - Buzzing | 06/29/06 | Advised customer to seek replacement phone console through state issuing agency. |
| 07/05/06 | Customer stated the operator was nasty and rude. When caller asked to speak to a supervisor, operator said "where you are, too bad!" and hung up. (Caller calling from correctional facility) | 07/20/06 | Met with agent. She stated that she would never be rude to any customer. Coached agent on the consequences of being rude to a customer and that hanging up on a customer was not accepted. Will continue to follow up with agent. |
| 07/10/06 | This agent was rude to customer. He was mumbling and would not repeat what he said. | 07/10/06 | Apologized to the customer and assured them that a supervisor would follow-up with the CA. Unable to resolve due to inactive number. |
| 07/11/06 | Accuracy of captions | 07/21/06 | Explained to customer how word errors may occur between words that sound alike and apologized for any inconvenience. |
| 07/12/06 | Disconnect/Reconnect during calls | 07/12/06 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 07/14/06 | Accuracy of captions | 07/14/06 | Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. |
| 07/18/06 | Caller reported that when dialing the French Creole number for FL Relay, they keep getting CA with ID number beginning with 6 instead of 9. The CAs with #6 do not process the French Creole calls correctly, they cannot type in French. Caller makes relay calls to Haiti to family and wants all calls to be handled by CA beginning with #9 at that call center. | 07/18/06 | Apologized for inconvenience. Customer requests follow up from Account Manager. AM contacted customer to apologize for this inconvenience and explained to the customer that it's the system that route to next available agent. Also offered some different solutions to bypass this problem. Customer is OK with the solutions. |
| 07/21/06 | Customer was transferred from Florida relay service to Customer Service and the garbling was so bad that he could not read the typing text and had to hang up and redial direct to Customer service. The garbling then stopped and he could read everything that was typed. He reported that this is happening much more frequently with Florida relay service even though he has both Auto Id and Turbo Code turned off. | 02/17/07 | Apologized and suggest that they get his TTY checked and if the problem continue, customer will get back to us on this. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 07/22/06 | Customer stated he called into French Creole gate and needed to place urgent call. Said the operator didn't follow instructions. Said he asked to be transferred, agent refused and told him this is "damn bullshit." Said he calls Miami center and gets agents whose ID's start with 9 and never a problem. Caller asked for a supervisor and the agent replied he is the supervisor and there is no one here for the caller to speak to - just him and he's in charge. Operator refused to transfer and refused to give the toll free number for Florida Relay. Customer requested follow up. | 08/06/06 | Complaint handled by Center Manager. Agent no longer employed. Follow up sent 8/2. |
| 07/24/06 | Customer called to complain that Operator did not connect TTY to TTY. Instead operator transferred to another department. Customer stated agent was rude. | 08/13/06 | Supervisor talked to agent about the call. She stated that she couldn't recall what happened and she knows TTY to TTY call procedures and would not transfer to anyone. |
| 07/25/06 | FL VCO user called to report that she was disconnected three times in a row right after the greeting, and each time it was the same agent. She suspected a technical problem, not agent fault. | 07/25/06 | Apologized for the inconvenience. Follow up requested. Trouble Ticket opened. |
| 07/27/06 | FL voice customer inquiring about our service and if it is a scam. Customer Service apologized to the customer. Customer does not need a follow up. | 07/27/06 | Customer Service educated the caller on the policies of relay. |
| 08/02/06 | Disconnect/Reconnect during calls | 08/02/06 | Provided some suggestions to resolve the disconnections but customer needs assistance. Advised customer to contact issuing agency to do a home visit and set up her unit. |
| 08/03/06 | FL VCO customer called to report that for the past two days when he calls the FL VCO and TTY numbers, he gets "strange flashing lights" on his TTY and only reaches a busy signal. | 08/03/06 | Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. Technician performed test call into center with Customer ANI, came in fine with correct customer info. Have not received any reports of issues dialing in. Suspect LEC issue. Customer will call back if problem comes back again. |
| 08/05/06 | Caller complained that the operator hung up on them. Caller is unable to place calls through this operator - they have had problems with the operator before and would like the operator coached. No follow up requested. | 08/13/06 | Agent stated that he would not hang up on a caller and that the caller hung up on him. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 08/10/06 | VCO customer (branded) asked for frequently dialed number. Operator did not respond or dial out. Customer then typed "did you understand what I said?" but still got no response from operator. Customer thought maybe operator was unfamiliar with "frequently dialed numbers." | 08/10/06 | Thanked customer for feedback. Coached agent on the proper procedures. |
| 08/13/06 | Customer called and stated when they were on a call they think the agent made a mistake and hit the wrong key and call disconnected. Stated not to fire operator - just speak to him. | 08/26/06 | Operator no longer employed. |
| 08/15/06 | Accuracy of captions | 08/15/06 | Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. |
| 08/15/06 | Disconnect/Reconnect during calls | 08/15/06 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 08/23/06 | Disconnect/Reconnect during calls | 08/23/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur. |
| 08/27/06 | FL voice customer called to report that his caller ID is not sending when he calls his mother via relay, so he is unable to connect to her. | 08/27/06 | Apologized. Set caller ID to send in customer database. Customer called back saying this didn't work. Opened Trouble Ticket. Follow up requested. Tech test-called using customer's caller ID and it was passed on no problems. AM communicated with the customer and customer will try again to test his Caller ID and call us back if there's still a problem. |
| 08/28/06 | FL Voice user complained he is unable to reach his mother and gets a recording which refuses blocked calls. | 08/28/06 | Apologized, and entered Trouble Ticket. Customer does want contact. AM contacted customer and resolved the technical issue with the LEC. |
| 08/28/06 | FL voice customer called to complain that her caller ID does not send when she calls her VCO sister, and her VCO sister's caller ID does not send either, even though both numbers are set to send caller ID. This leaves them unable to reach each other. | 08/28/06 | Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. Tech repaired CID issue and made several attempts to contact customer but no luck. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 08/29/06 | Disconnect/Reconnect during calls | 08/29/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence. |
| 08/30/06 | Accuracy of captions | 08/31/06 | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. |
| 08/30/06 | Disconnect/Reconnect during calls | 08/30/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 08/31/06 | Caller said agent disconnected his call and also interrupted him while s/he was typing. | 08/31/06 | Supervisor coached agent on proper call handling procedures. Agent stated he understood. |
| 09/04/06 | The caller was trying to contact a customer who uses a TTY. She knows how to use relay, but she has never placed a call before (she's only received calls). When she dialed into relay she was not familiar with what info the operator needed, and the operator would not explain to her how to place the call. The operator told her to call Customer Service for instructions. The caller also said the operator was very rude. | 09/04/06 | Apologized for rudeness and failure to help place the call. Explained to the caller how to place a call using relay. No follow up required. Supervisor spoke to the operator about this call and advised to explain relay to the voice customer if they are not familiar and also to use good customer service skills. Advised it is never appropriate to be rude to a customer. |
| 09/11/06 | Captions - dropped characters/garbled text | 09/13/06 | Recommended customer move CapTel phone off the splitter she installed. |
| 09/13/06 | FL TTY customer stated agent did not dial the right number, did not follow their instructions and then disconnected their call. | 09/13/06 | No such agent with this number. |
| 09/14/06 | Disconnect/Reconnect during calls | 09/14/06 | Sent customer letter explaining how to reduce occurrence of disconnections. Recommended customer have phone company check her lines. |
| 09/18/06 | Caller requested male operator. Operator did not respond. No holding macro and then disconnected the call. No follow up requested. | | Educated operator on proper procedures and to get a supervisor when necessary. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 09/20/06 | Customer stated that agent did not follow her instructions to type "beep GA" upon receiving a voice mail message. Instead the agent only typed "GA." When questioned about it the agent told the customer that this was standard procedure. | 09/28/06 | Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Customer does want an email letting her know how the public is to find out what is standard procedure and what is not. Agent was coached to always ask for clarification when unsure of the customer's request. |
| 09/22/06 | Customer stated that agent played games with his call and the call could not be made. | 09/25/06 | Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Supervisor was present during this incident and stated a voice customer gave this agent a number to dial, when agent dialed the number a voice recording came on. The agent told the customer it was a voice recording and he could hang up and redial the number in order to leave a message. Supervisor stated customer got mad and hung up. Agent followed procedures. |
| 09/22/06 | Customer stated that agent played games with his call and the call could not be made. | 09/25/06 | Supervisor was present during this incident and stated a voice customer gave this agent a number to dial, when agent dialed the number a voice recording came on. Agent told the customer it was a voice recording and he could hang up and redial the number in order to leave a message. Supervisor stated customer got mad and hung up. Agent followed procedures. No follow up requested. |
| 09/22/06 | Customer stated that agent played games with his call and the call could not be made. | 09/25/06 | Supervisor was present during this incident, stated a voice customer called a couple of times before with the same number. Agent dialed the number, a voice recording picked up. Agent told the customer it was a voice recording and he could hang up and redial the number to leave a message. This time the customer asked for a supervisor. Customer told supervisor that a deaf person stays there too and sometimes if you wait until the voice recording finishes, it will start sending TTY tones. Supervisor dialed the number for him, TTY tones did come after voice recording. Supervisor told customer to let the agent know, or possibly add this to his notes so the agent is aware of this. No follow up requested. |
| 09/24/06 | Customer stated the operator disconnected the call. The customer called back. The supervisor was defensive. | 09/24/06 | Apologized for the problem. Follow up requested. Supervisor spoke to the operator and advised to always ask for supervisory assistance if there are any problems with a call. Follow up email sent 10/8. |
| 09/28/06 | Customer stated that agent 6033 dialed the first call but when given the 2nd number the agent did nothing and the line disconnected. Apologized for the problem. No follow up requested. | 09/28/06 | Trainer spoke with the agent and the agent stated that they did not disconnect the call. They remembered the call and their screen showed that the inbound disconnected after the first call. Agent followed procedure. Non agent error. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 10/03/06 | Disconnect/Reconnect during calls | 10/03/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 10/15/06 | Voice customer called in and said that the CA took her time to answer the phone and was laughing as well. | 10/15/06 | Apologized to the customer. Follow up requested. Contacted customer on 10/17/06 @ 9:00 am stating this agent ID number is currently unassigned, therefore further investigation is not possible. Customer understood and stated he would be sure to note the agent number because he really wasn't sure. |
| 10/15/06 | Voice customer called in to call a TTY number and instructed the CA not to press any buttons and a TTY would pick up. CA did not follow instructions. Asked the CA to redial and still did not follow instructions. | 10/20/06 | Apologized to the customer. Follow up requested. Met and coached CA to always follow customer's instructions. Followed up with the customer and mentioned that the CA had been coached. I also addressed the issue of switching agents per customer's request. I explained to the customer, per company's policy, that we cannot switch agents. |
| 10/15/06 | Asked for a supervisor to request an agency switch due to previous customer contact. When the supervisor came on the line, he felt that the supervisor appeared not to care about handling the problem. | 10/20/06 | Apologized to the customer. Follow up requested. Met and coached CA to always follow customer's instructions. Followed up with the customer and mentioned that the CA had been coached. Also addressed the issue of switching agents per customer's request. I explained to the customer, per company's policy, that we cannot switch agents. |
| 10/17/06 | Account Login Failure | 10/17/06 | Unit's account activated. Unit now operational. |
| 10/19/06 | Voice cell phone customer unable to dial TTY number via Relay but able to dial direct; customer needed to drive 60 miles to get a message to TTY customer and wants problem fixed immediately. | 02/17/07 | Apologized and opened Trouble Ticket. Customer did not request follow up. Not a valid ANI. Tried to contact the customer for correct ANI. No answer after several attempts from technician. |
| 10/20/06 | Customer complained that some operators (not the one handling the call) were putting her calls thru on Sprint LD not Bellsouth (which is in her notes) - offered to transfer to customer service and she accepted. | 10/20/06 | The complaint was not against operator, but other operators (caller didn't have numbers). Non-agent error. |
| 10/20/06 | Agent did not respond when customer gave number. Customer hung up and got same agent - agent did not respond again - customer hung up and got an agent to respond on 3rd call - very frustrated and annoyed | 10/31/06 | Agent stated that she did not recall this situation and that she does not hang up on customers. |

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Florida Complaint Tracking Report
June 1, 2006 - May 31, 2007
Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 10/23/06 | Voice customer stated that this agent started out typing quickly but then as the call went along the transmission time became very slow. She also said this agent spoke directly to her brother (who initiated the call) in person mentioning his name. The caller didn't appreciate the agent being this familiar with him like she knew him. He hung up and tried calling back for a different agent and got this same agent 3 times. | 10/29/06 | Let the customer know that we had been having problems with the system transmitting more slowing as the call goes along. Thanked the customer for letting us know and assured the complaint would be sent in as stated. No call back requested. Agent stated she didn't remember doing so but is confused - she states she thought part of CSI was using the party's name if she wanted to. Educated that it was OK in the opening of the call but not speaking to a party directly during the conversation if that is what happened. |
| 10/29/06 | Customer stated that agent did not redial when requested. Customer stated that they waited for 5 minutes for agent to redial. | 11/18/06 | No follow up requested. Agent stated she did not recall this call but knows to follow customer instructions. |
| 10/29/06 | Inbound VCO caller stated that he typed VCO GA and the agent did not respond. Caller asked repeatedly for VCO and the number he wanted to call, but the agent didn't respond. Asked for supervisor but agent wouldn't get one. Hung up and redialed relay and got the same agent who made the same mistakes and wouldn't get a supervisor. | 11/03/06 | Apologized to customer and had other agent place the call. No follow up requested. Agent no longer employed. |
| 10/29/06 | Customer stated that she has been trying to reach her party all day that she has repeatedly gotten this agent who is rude to her. She has wanted to complain but agent kept changing his employee # and not telling her his true #. When a female operator told this agent that he could get into trouble doing that, he replied he "didn't give a fuck, so fire me." Customer heard this exchange. Customer just wanted to report the agent. | 11/10/06 | Team Leader met with the operator regarding this situation and the operator remembered this call. Stated that this voice person calls often to place prank calls and operator recalls the greeting message on the answering machine telling callers to stop leaving prank messages. Discussed proper call handling procedures and operator understood to bring it to supervisor's attention when appropriate. |
| 11/02/06 | FL TTY customer stated the relay operator made the call successfully, but at the end of the call when the customer typed that's all for now thanks bye sksk, the operator did not type anything back. Customer said the operator should type something like (your welcome) sksk. The customer said the operator hung up without saying anything. | 11/07/06 | Customer Service apologized to the customer. While typing to the customer the line disconnected. Customer does not need follow up. Spoke with operator about the call. He stated that he would not hang up on a customer intentionally and apologized for the problem. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|--|
| 11/02/06 | TTY customer had problem with her call being disconnected in the middle of the call. She wasn't sure if it was agent error or relay computer error. | 11/02/06 | thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested. |
| | Internal Update Performed | | Forwarded to Technical with Trouble Ticket info. |
| 11/16/06 | Service - General | 11/16/06 | Apologized to customer for brief difficulty trying to reach a CapTel user using the Spanish Captioning Service; suggested that the call be attempted a short time later with positive results. Reported incident to Director of Call Center. |
| 11/23/06 | Customer called into relay and asked agent to dial number. Agent responded by asking customer what s/he looked like. The customer became very upset and asked the agent to dial the number again and the agent proceeded to ask "personal" questions and then transferred the customer to customer service. | 01/18/07 | Coached operator on the proper phone etiquette, operator does not remember asking what the person looked like, but said will be careful to enunciate more clearly. |
| 11/24/06 | Wanted to know why CA hung up on the caller. The caller will call customer service to find out why. | 11/24/06 | Supervisor discussed with CA. CA could not remember call but knows not to hang up on caller and stated it was probably a technical issue and apologized. |
| 11/27/06 | Caller immediately requested a supervisor. Sup 2570F came and greeted the caller. In her words: Person on the line said he placed a call (or a call was placed to him - he was very confused and unclear as to what actually took place) and said Operator 6944 wasn't doing her job. He said he had spoken to Supervisor 1413, who outright said that Operator 6944 wasn't doing her job, and they would discuss matters with her. | 11/27/06 | The caller demanded a call back as to why this operator is still employed. Call-back requested. Operator no longer employed. |
| 11/29/06 | Accuracy of captions | 11/29/06 | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up. |
| 11/30/06 | Customer complained that operator hung up on him/her 5 times. Person was trying to dial into IP relay. | 11/30/06 | Forwarded to correct center. Discussed problem with agent, who understood to not hang up on a customer and stated that she does not remember ever doing so. Apologized for the problem. |
| 11/30/06 | Customer having problems with phone. Battery acid leaking from inside. | 11/30/06 | Transferred customer to customer service for possible technical help. No action taken. Non-agent error. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 12/01/06 | Disconnect/Reconnect during calls | 12/01/06 | Explained to customer difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring. Explained how customer can toggle CAPTION button to re-establish connection with captioning center if there is a problem on a call. |
| 12/02/06 | Customer complained the operator was rude. Operator placed call, customer wanted to call back, operator did not respond. | 01/18/07 | Coached operator on redialing procedures, operator is aware that the customer is in control of call and operator is to redial or to follow customer's instructions. |
| 12/06/06 | Disconnect/Reconnect during calls | 12/06/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 12/10/06 | Refused to get a LD operator by dialing 0. | 12/10/06 | Team Leader coached CA regarding proper LD carrier procedures on 12/11/2006. |
| 12/11/06 | Disconnect/Reconnect during calls | 12/11/06 | Explained to customer difference between a CapTel phone and a traditional phone. Explained to customer why disconnection-reconnection might be occurring and suggested tips to reduce their occurrence. |
| 12/11/06 | Disconnect/Reconnect during calls | 12/12/06 | Sent customer letter explaining why disconnections occur and suggestions on reducing their occurrence. |
| 12/12/2006 | Accuracy of captions | 12/12/2006 | CS Rep apologized for incidence and thanked customer for the feedback. Offered to contact caller's sister, the CapTel user. Suggested CapTel user document the date, time and CA number for more specific follow up. |
| 12/13/06 | VCO typed "VCO PLS GA" several times but operator did not respond and then disconnected the caller. No follow up requested. | 02/17/07 | Operator did not remember this call and stated she would not disconnect caller. Operator understands to get a supervisor if any technical problems come up. |
| 12/18/06 | Customer said she cannot call her son through FL Relay. Gets error message saying her phone number is blocked from calling her son's number. | 12/18/06 | Apologized for the problem and opened Trouble Ticket. Follow up required for problem resolution. Ticket closed after several attempts to contact the customer to do the technical tests. |
| 12/19/06 | TTY customer reported operator did not respond to question typed in parentheses during call. Operator did not type tracking number correctly and when customer tried to use tracking number was told it was an invalid number TTY. Customer reported supervisor did not respond to issue with operator. | 12/19/06 | Supervisor requested to assist customer; difficulty obtaining info from customer due to garbling. Customer requested contact ASAP. Trainer spoke with agent who advised there was garbling and could not read what was being typed. The supervisor could not read it either. Could be difficulty with TTY. No action taken. Non-agent error. Will forward on to Sprint Tech to follow up for possible problem with TTY. |

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Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|---|--------------------|---|
| 12/19/06 | Disconnect/Reconnect during calls | 12/19/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |
| 12/20/06 | Accuracy of captions | 12/20/06 | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up. Also explained the captioning process. |
| 12/20/06 | Accuracy of captions | 12/21/06 | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up. |
| 12/20/06 | FL voice user complained caller ID does not display when her VCO sister does not show causing her to miss calls. | 12/20/06 | Apologized, explained relay is unable to guarantee caller ID will show for all numbers, as issues beyond our control can affect this. Customer did not request contact. CID not showing this VCO customer dials 711 to call her sister through Florida relay. |
| 12/21/06 | FL TTY customer stated agent disconnected his call when he requested the agent to repeat what was typed. | 12/21/06 | Apologized for this incident. No follow up requested. Agent stated that he would not hang up on anyone intentionally and it may have been an error. Agent apologized for any errors. |
| 12/25/06 | Caller said that operator kept hanging up without placing any calls. Caller called the center three times got the same operator who subsequently disconnected the call without placing any calls. | 12/25/06 | Apologized to the caller and assured that this complaint would be forwarded to the appropriate parties. Discussed situation with operator. Advised that corrective action would be taken if additional calls are disconnected. |
| 12/26/06 | Disconnect/Reconnect during calls | 12/26/06 | Explained to customer difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring. Advise customer that they can, as a 2-Line CapTel user, toggle captions off and on again to reestablish captions on the second line. |
| 12/27/06 | Disconnect/Reconnect during calls | 12/27/06 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. |

Florida Complaint Tracking Report

June 1, 2006 - May 31, 2007

Total No. of Complaints - 180

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------------------|--|--------------------|--|
| 12/29/06 | Customer called and said agent kept hanging up. | 12/29/06 | Apologized to customer. Agent was spoken to by Team Leader. Agent stated that s/he did not hang up on customer. When the call came in it disconnected automatically. Agent logged call on disconnect log. Non-agent error. No action taken |
| 12/31/06 | Customer stated that s/he tried three different times to place calls using VCO but operator did not turn on VCO when instructed. | 01/11/07 | Apologized and informed caller that complaint would be filed with the proper people. Discussed call and proper procedures with operator, who said she understood. |

DOCKET NO. 03-123

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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