

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
191511	6/5/2003	RO was inattentive (early morning); customer had to repeat instructions several times	Supervisor coached RO on the importance of paying close attention to customers' instructions	6/9/2003
192537	6/7/2003	STS ring, no answer	Temporarily high call volume	6/7/2003
192616	6/8/2003	RO was inattentive (no additional information provided)	Unable to identify RO	6/23/2003
193030	6/9/2003	RO did not follow instructions to not hang up on an answering machine if one is reached	Supervisor coached RO on the importance of paying close attention to customers' instructions	6/13/2003
193083	6/9/2003	RO did not relay clearly (voice clarity)	Supervisor coached RO on the importance of relaying conversations clearly	7/2/2003
193090	6/9/2003	STS ring, no answer	Temporarily high call volume	6/9/2003
193480	6/10/2003	CRS ring, no answer	Temporary high call volume	6/10/2003
193513	6/10/2003	RO hung up on customer	Supervisor coached RO on correct procedure	6/18/2003
193560	6/10/2003	STS rang busy	Temporary technical issue; resolved	6/10/2003
193570	6/11/2003	CA could not understand customer	Supervisor retrained CA on appropriate procedures	1/1/1900
193816	6/11/2003	Echo	Contact forwarded to technical staff working with SBC	6/11/2003
194459	6/12/2003	RO spoke too softly	Supervisor coached RO on the importance of speaking audibly	6/18/2003
195107	6/15/2003	TERM number rings busy through CRS	Customer has experienced no further difficulties	7/12/2003
195119	6/15/2003	Garble	Unable to contact customer after repeated follow-up attempts	7/1/2003
195121	6/15/2003	Unable to place long distance call using AT&T calling card	Technical issue; resolved	6/15/2003
195134	6/15/2003	RO did not follow instructions (no outgoing call placed)	Unable to identify RO	6/15/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
195217	6/16/2003	RO did not relay clearly (voice clarity)	Supervisor coached RO on the importance of relaying conversations clearly	6/18/2003
195291	6/16/2003	RO did not follow instructions to request live person when an IVRU was reached; typed IVRU message instead	Supervisor coached RO on the importance of paying close attention to customers' instructions	6/17/2003
195443	6/16/2003	PSAP database for Sunnyvale outdated	PSAP database updated	7/17/2003
195599	6/17/2003	RO did not follow instructions to ask for a live person at TERM number or inform customer when to leave a voice message if answering machine is reached	Supervisor coached RO on the importance of paying close attention to customers' instructions	6/20/2003
195899	6/17/2003	Echo	Contact forwarded to technical staff working with SBC	6/17/2003
196046	6/18/2003	RO dialed wrong TERM number; processed subsequent call, then hung up on caller when asked why the first call was dialed incorrectly	Supervisor coached RO on correct procedure	6/20/2003
196564	6/19/2003	RO sounded irritated and was not very pleasant	Supervisor coached RO on being transparent	6/21/2003
196787	37792	RO saved messages on voice mail without the customer's instruction	Supervisor coached RO on the importance of paying close attention to customers' instructions	6/24/2003
196791	6/20/2003	Customer was upset with the way the call was handled; requested supervisor; supervisor was rude and hung up	Unable to identify Supervisor	6/20/2003
196918	6/20/2003	CA could not understand customer	Supervisor retrained CA on appropriate procedures	6/30/2003
197391	6/23/2003	CAs do not announce STS; only give their ID number	Issue addressed with all CAs	6/24/2003
198250	6/25/2003	Echo	Contact forwarded to technical staff working with SBC	6/25/2003
199000	6/27/2003	CA could not understand customer	Supervisor retrained CA on appropriate procedures	6/27/2003
199001	6/27/2003	CA could not understand customer	Supervisor retrained CA on appropriate procedures	6/27/2003
199007	6/27/2003	CA could not understand customer	Supervisor retrained CA on appropriate procedures	6/27/2003
199112	6/28/2003	RO did not dial the requested TERM number; hung up	Open pending RO coaching	OPEN

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2003

Log #	Date	Description of Issue	Description of Resolution	Date
199215	6/28/2003	RO did not follow instructions to interrupt TERM	Supervisor coached RO on correct procedure	7/3/2003
199231	6/28/2003	RO was rude	Supervisor coached RO on being transparent	6/28/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
July 2003

Log #	Date	Description of Issue	Description of Resolution	Date
199897	7/1/2003	Operator did not follow instructions; transferred call inappropriately	Supervisor coached RO on the importance of paying close attention to customers' instructions	7/10/2003
200119	7/1/2003	RO did not announce him/herself	Supervisor coached RO on appropriate procedure	7/17/2003
200136	7/1/2003	RO did not follow instructions to repeat what TTY user typed	Supervisor coached RO on appropriate procedure	7/9/2003
200280	7/2/2003	RO hung up on customer	Supervisor coached RO on correct procedure	7/8/2003
200488	7/2/2003	STS ring, no answer	Unable to duplicate	7/2/2003
200496	7/2/2003	STS ring, no answer	Unable to duplicate	7/2/2003
200586	7/2/2003	STS access number fast busy	Temporary technical issue; resolved	7/3/2003
200593	7/2/2003	RO did not maintain transparency	RO terminated	7/7/2003
200641	7/2/2003	ROs answer VCO calls by voice and customer often doesn't get a VCO response at all	Customer is not waiting for dialtone before pressing one-touch dialing and gets a LEC network recording; customer advised to pause before one-touch dialing	7/6/2003
200920	7/3/2003	RO did not follow instructions to not monitor call	Customer mistook in-call operator change; thought call was still being monitored	7/14/2003
201203	7/4/2003	CRS ring, no answer	Temporarily high call volume	7/4/2003
201216	7/4/2003	RO could not retrieve voice messages	Temporary technical issue; resolved	7/16/2003
201346	7/5/2003	RO did not type accurately	Supervisor coached RO on importance of accurate typing	7/12/2003
201637	7/6/2003	RO inappropriately transferred call to Customer Service	Supervisor coached RO on appropriate procedure	7/14/2003
202002	7/7/2003	Echo	Unable to duplicate; customer indicated that s/he would call back when convenient; no call back	7/23/2003
202088	7/7/2003	RO did not follow instructions; failed to provide effective communication	Supervisor coached RO on the importance of paying close attention to customers' instructions	7/8/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
July 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
202447	7/8/2003	RO did not explain why s/he could not process a call	Unable to identify RO	7/8/2003
203067	7/10/2003	RO had many spelling errors	Supervisor coached RO on importance of accurate typing	7/10/2003
203529	7/11/2003	Garble	Unable to duplicate; reviewed troubleshooting methods with customer	7/11/2003
203775	7/12/2003	RO did not spell accurately (medical terminology)	Supervisor coached RO on correct procedure	7/17/2003
203965	7/13/2003	RO did not follow instructions to just leave voice mail if answering machine was reached	Supervisor coached RO on the importance of paying close attention to customers' instructions	7/17/2003
204582	7/15/2003	CRS ring, no answer	Temporarily high call volume	7/15/2003
205266	7/16/2003	RO was rude	Supervisor coached RO	7/22/2003
205296	7/16/2003	CA did not have good voice clarity	Supervisor coached operator on importance of voice clarity	7/31/2003
205370	7/17/2003	RO did not type accurately	Supervisor coached RO on importance of accurate typing	7/17/2003
206302	7/20/2003	RO did not provide status of call	Supervisor coached RO on correct procedure	7/22/2003
206526	7/21/2003	RO provided wrong number to customer	Supervisor coached RO	7/22/2003
206753	7/21/2003	CRS ring, no answer	Temporarily high call volume	7/21/2003
206812	7/21/2003	RO was inattentive; misdialed TERM number	Supervisor coached RO	7/25/2003
207008	7/22/2003	RO did not follow instructions to speak louder	Supervisor coached RO on importance of following customers' instructions	7/22/2003
207035	7/22/2003	Unable to place call using calling card	Temporary technical issue; resolved	7/22/2003
207121	7/22/2003	Unable to place call using calling card	Temporary technical issue; resolved	7/22/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
July 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
207182	7/22/2003	CA did not recognize TTY tones on outgoing STS call	Supervisor coached CA on recognizing TTY tones	8/6/2003
207571	7/23/2003	Customer billed by LEC for calls billed to calling card	Customer referred to LEC Billing Department	8/1/2003
207645	7/23/2003	RO did not pace call appropriately	Supervisor coached RO on importance of pacing	7/31/2003
207662	7/23/2003	RO was inattentive; misdialed TERM number	Supervisor coached RO	7/31/2003
208131	7/25/2003	RO was rude	Supervisor coached RO	7/31/2003
208152	7/25/2003	RO spoke too fast when leaving message on answering machine	Supervisor coached RO on importance of speaking clearly when leaving messages	7/25/2003
208254	7/25/2003	Relieving RO did not follow profile	Supervisor coached RO on correct procedure	8/1/2003
208393	7/25/2003	RO did not follow customer's instructions (abbreviated) to not announce relay	Supervisor coached RO on importance of following customers' instructions	7/25/2003
208490	7/26/2003	Customer alleged that RO violated confidentiality because customer got two calls from voice users	Explained Caller ID functionality	7/31/2003
208529	7/26/2003	RO was rude	Supervisor coached RO	7/31/2003
208582	7/26/2003	RO did not wait long enough before dialing TERM	Supervisor coached RO	7/31/2003
208584	7/26/2003	RO unable to retrieve voice mail	Mailbox locked by LEC after specific number of attempts	7/26/2003
208927	7/28/2003	RO did not follow profile for no background noise	Supervisor coached RO on importance of following customers' profile	8/4/2003
209123	7/28/2003	RO did not follow instructions to hang up; instead kept typing IVRU message	Supervisor coached RO on importance of following customers' instructions	7/28/2003
209129	7/28/2003	RO provide a ID different number at the end of a call than at beginning	Apparent in-call Operator change; Supervisor coached RO on importance of announcing in-call change of Operator	8/1/2003
209175	7/28/2003	CA could not understand STS customer	Different CA handled call; CA coached on STS techniques	8/4/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
July 2003

Log #	Date	Description of Issue	Description of Resolution	Date
209202	7/28/2003	RO typed too slowly	Supervisor coached RO on typing speed	7/28/2003
210023	7/30/2003	RO was rude	Supervisor coached RO	7/30/2003
210046	7/30/2003	RO did not provide effective communication	Supervisor coached RO	8/1/2003
210048	7/30/2003	RO did not follow call processing instructions	Supervisor coached RO on importance of following customers' instructions	7/30/2003
210154	7/31/2003	CRS ring, no answer	Temporarily high call volume	7/31/2003
210401	7/31/2003	RO provided tone of voice unsatisfactorily	Supervisor coached RO on sending tone of voice	8/5/2003
210403	7/31/2003	RO hung up on customer	Supervisor coached RO on correct procedure	8/4/2003
210427	7/31/2003	RO did not follow profile for no background noise	Supervisor coached RO on importance of following customers' profile	7/31/2003
210428	7/31/2003	RO interrupted too often for spelling clarification	Supervisor coached RO	8/24/2003
210446	7/31/2003	RO did not follow instructions for retrieval of voice messages	Supervisor coached RO on importance of following customers' instructions	8/4/2003
210451	7/31/2003	RO did not follow profile for slow typing	Supervisor coached RO on importance of following customers' profile	8/6/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
August 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
210818	8/1/2003	RO did not wait for customer to finish typing message to leave on answering machine before dialing out	Supervisor coached RO	8/9/2003
211086	8/3/2003	RO did not follow instructions to leave a message if an answering machine came on	Supervisor coached RO	8/7/2003
211099	8/3/2003	Sporadic garbling with VCO phone	Customer Service reviewed troubleshooting techniques	8/3/2003
211264	8/4/2003	9-1-1 calls routed to the incorrect PSAP	PSAP database updated	8/22/2003
211492	8/4/2003	Unable to process long distance calls	Updated caller profile; issue resolved	9/3/2003
211875	8/5/2003	RO did not follow directions when caller said " G A"	Supervisor coached RO	8/7/2003
212091	8/6/2003	RO interrupted too often	Supervisor coached RO	9/6/2003
212412	8/6/2003	RO did not follow instruction, announced relay even though customer is profiled for no announcement	Unable to identify RO	8/8/2003
212693	8/7/2003	RO hung up on customer	Supervisor coached RO	8/11/2003
212858	8/8/2003	Fast busy when dialing to 7-1-1	Referred to LEC	9/9/2003
212956	8/8/2003	MCI prepaid calling card not processing	Temprary technical issue; resolved	8/8/2003
213120	8/8/2003	RO did not follow directions when Caller said " G A"	Unable to identify RO	8/8/2003
213346	8/9/2003	RO procrastinated in transferring call to customer service	Supervisor coached RO	9/3/2003
213353	8/9/2003	RO hung up on customer	Unable to identify RO	8/12/2003
214183	8/12/2003	RO did not explain how to use relay	CSR provided instructions; unable to identify RO	8/15/2003
214382	8/13/2003	RO did not follow instructions in retrieving voice mail	Supervisor coached RO	8/13/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
August 2003

Log #	Date	Description of Issue	Description of Resolution	Date
214677	8/13/2003	RO was rude	Supervisor coached RO	8/22/2003
214915	8/14/2003	Unable to use 7-1-1 from home	Issue referred to LEC	8/15/2003
215115	8/14/2003	RO was rude	Supervisor coached RO	9/3/2003
215169	8/15/2003	RO hung up on customer	Unable to identify RO	8/19/2003
215284	8/15/2003	RO did not know how to bill a call to a calling card	Supervisor coached RO	9/8/2003
215299	8/15/2003	RO hung up on customer	Unable to identify RO	8/21/2003
215347	8/15/2003	RO did not speak clearly	Supervisor coached RO	9/2/2003
215362	8/15/2003	RO inappropriately transferred call to Customer Service	Supervisor coached RO	8/29/2003
215934	8/18/2003	Some ROs do not turn on VCO on right away and begin talking to her mother instead of typing to her	Unable to identify RO	8/18/2003
216557	8/19/2003	RO hung up on customer	Supervisor coached RO	8/29/2003
216595	8/19/2003	RO hung up on customer	Supervisor coached RO	8/22/2003
216894	8/20/2003	Customer could not read anything that his VCO phone was printing	CSR attempted to provide troubleshooting techniques but customer was still getting garble; customer hung up	8/20/2003
216917	8/20/2003	RO spoke too rapidly	Supervisor coached RO	8/20/2003
217056	8/21/2003	RO explained relay too fast and seemed impatient	Supervisor coached RO	8/27/2003
217104	8/21/2003	CA did not ask customer his name and who he wanted to call	Supervisor coached CA	8/21/2003
217348	8/22/2003	RO did not follow instruction, relayed tone of voice even though customer is profiled for no tone of voice	Supervisor coached RO	9/3/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
August 2003

Log #	Date	Description of Issue	Description of Resolution	Date
217536	8/22/2003	RO hung up on TTY TERM	Supervisor coached RO	8/22/2003
217568	8/22/2003	RO took over call in fewer than 10 minutes	Supervisor coached RO	9/3/2003
217570	8/22/2003	RO took over call in fewer than 10 minutes	Unable to identify RO	8/30/2003
217743	8/23/2003	RO did not speak clearly	Supervisor coached RO	9/4/2003
217938	8/24/2003	RO sounded extremely bored and ready to hang up	Supervisor coached RO	9/8/2003
217973	8/24/2003	Unable to place LD calls through CRS	Profile updated; resolved	8/24/2003
218301	8/25/2003	RO was rude and hung up on the customer	CSR explained procedures	8/25/2003
218354	8/25/2003	RO was a slow typer.	Supervisor coached RO	9/3/2003
218357	8/25/2003	Inmate unable to call daughter who is an STS user	Customer said he would call back; no return call received	8/29/2003
218522	8/26/2003	CRS ring, no answer	Temporarily high call volume	8/26/2003
218563	8/26/2003	ROs are not following profile for no tone of voice, etc.	Unable to identify specific RO	8/26/2003
218608	8/26/2003	Unable to place long distance calls through CRS	Customer billing issue with LEC; resolved by customer	9/22/2003
218675	8/26/2003	RO did not recognize customers IXC preference	Supervisor coached RO	8/27/2003
218739	8/26/2003	CRS ring, no answer	Temporarily high call volume	8/26/2003
219240	8/28/2003	RO was inattentive	Supervisor coached RO	9/8/2003
219419	8/28/2003	RO unfamiliar with procedure for retrieving voice mail	Supervisor coached RO	9/5/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
August 2003

Log #	Date	Description of Issue	Description of Resolution	Date
219500	8/29/2003	RO did not pay attention to profile	CSR updated profile	8/29/2003
219502	8/29/2003	RO did not pay attention to profile	CSR updated profile	8/29/2003
219504	8/29/2003	RO did not pay attention to profile	CSR updated profile	8/29/2003
219505	8/29/2003	RO did not pay attention to profile	CSR updated profile	8/29/2003
219577	8/29/2003	RO did not follow instruction, relayed background noises even though customer is profiled for no background	Supervisor coached RO	9/3/2003
219856	8/30/2003	RO clarified instructions for use of CRS even though caller instructed RO not to explain relay	Supervisor coached RO	9/2/2003
219992	8/30/2003	RO hung up on customer	Supervisor coached RO	8/30/2003
220104	8/31/2003	RO could not process call using pre-paid card	Unable to identify RO	8/31/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
September 2003

Log #	Date	Description of Issue	Description of Resolution	Date
220275	9/1/2003	RO did not spell out address name	Supervisor coached RO	9/1/2003
220277	9/1/2003	RO not familiar with VCO procedure	Supervisor coached RO	9/29/2003
220761	9/3/2003	RO interacted inappropriately with customer	RO placed on improvement plan	9/3/2003
221181	9/3/2003	RO hung up on TERM	Supervisor coached RO	9/11/2003
221202	9/3/2003	RO did not speak clearly	Supervisor coached RO	9/10/2003
221480	9/4/2003	CA could not understand STS customer	Supervisor coached CA	9/11/2003
222201	9/7/2003	Could not reach CRS after *82 to unblock phone	Unable to duplicate	9/7/2003
222586	9/8/2003	CRS ring, no answer	Temporarily high call volume	9/8/2003
223025	9/9/2003	RO typed too slowly	RO placed on improvement plan	9/15/2003
223672	9/11/2003	Unable to reach TERM number from pay phone	Temporary LEC or pay phone issue; resolved	9/12/2003
224075	9/13/2003	Unable to connect to CRS via 7-1-1	Customer referred to LEC/PBX provider	9/13/2003
224204	9/13/2003	CRS ring, no answer	Temporarily high call volume	9/13/2003
224448	9/15/2003	7-1-1 ring, no answer	Temporarily high call volume	9/15/2003
224600	9/15/2003	RO portrayed incorrect tone of voice	Supervisor coached RO	9/25/2003
224602	9/15/2003	CA did not relay correctly	Supervisor coached CA	9/22/2003
225172	9/17/2003	RO did not interact appropriately with customer	Unable to identify RO	9/21/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
September 2003

Log #	Date	Description of Issue	Description of Resolution	Date
225232	9/17/2003	RO misdialed TERM number	Supervisor coached RO	9/17/2003
225632	9/18/2003	CRS ring, no answer	Temporarily high call volume	9/18/2003
225709	9/18/2003	CA misunderstood procedure for revoicing	Supervisor coached CA	9/18/2003
225719	9/18/2003	Busy signal at CRS	Temporarily high call volume	9/18/2003
226074	9/19/2003	RO would not repeat address	Unable to identify RO	10/5/2003
226954	9/23/2003	RO would not repeat TTY user's response	Supervisor coached RO	10/7/2003
227083	9/23/2003	RO inappropriately transferred call to Customer Service	Supervisor coached RO	9/23/2003
227590	9/25/2003	RO did not bill a long distance call correctly via pre-paid calling card	Supervisor coached RO	10/1/2003
227745	9/25/2003	RO did not relay a call effectively	Supervisor coached RO	9/29/2003
228128	9/26/2003	RO typed too fast; hung up	Supervisor coached RO	10/7/2003
228188	9/27/2003	RO did not voice immediately	Supervisor coached RO	10/6/2003
228383	9/28/2003	CA did not follow instructions to provide caller's name and number to TERM	Supervisor coached CA	10/6/2003
228405	9/28/2003	RO hung up	Supervisor coached RO	10/6/2003
228749	9/29/2003	RO hung up	Supervisor coached RO	10/6/2003
228808	9/30/2003	RO did not spell accurately	Supervisor coached RO	10/6/2003
228970	9/30/2003	RO did not wait for ext number before dialing TERM	Supervisor coached RO	10/7/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
September 2003

Log #	Date	Description of Issue	Description of Resolution	Date
229178	9/30/2003	RO did not follow instructions to type slowly	Supervisor coached RO	10/6/2003
229188	9/30/2003	RO did not provide ID number	Supervisor coached RO	10/8/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
October 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
229646	10/2/2003	RO seemed rude on the call	Supervisor coached RO	10/5/2003
229763	10/2/2003	RO did not retrieve voice mail messages completely	Supervisor coached RO	11/5/2003
229904	10/2/2003	RO hung up	Supervisor coached RO	10/25/2003
230098	10/3/2003	RO did not follow call handling instructions	Supervisor coached RO	10/5/2003
230872	10/6/2003	RO misdialled TERM number	Supervisor coached RO	10/27/2003
230911	10/6/2003	RO seemed arrogant on the call	Supervisor coached RO	10/11/2003
231006	10/7/2003	RO typed to HCO user	Supervisor coached RO	10/21/2003
231045	10/7/2003	RO did not speak clearly	Supervisor coached RO	10/13/2003
231354	10/8/2003	Echo on call	Unable to duplicate; referred customer to LEC	10/8/2003
231407	10/8/2003	CA could not understand STS user	Supervisor coached CA	10/8/2003
231605	10/9/2003	CA could not understand STS user	Supervisor coached CA	10/14/2003
231689	10/9/2003	RO did not follow instructions for answering machine	Supervisor coached RO	10/21/2003
232000	10/10/2003	RO did not follow instructions for answering machine	Supervisor coached RO	10/15/2003
232315	10/11/2003	RO hung up on TERM after TERM picked up answering machine response	Supervisor coached RO	10/15/2003
232440	10/12/2003	RO typed/interrupted while customer was voicing	Supervisor coached RO	10/15/2003
232469	10/12/2003	RO did not follow instructions for dialing TERM number	Supervisor coached RO	10/15/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
October 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
232548	10/13/2003	RO did not follow instructions for answering machine	Supervisor coached RO	10/21/2003
232696	10/13/2003	RO did not relay tone of voice accurately	Supervisor coached RO	10/13/2003
232738	10/13/2003	RO did not follow instructions for answering machine	Supervisor coached RO	10/15/2003
233336	10/15/2003	RO dialed number before customer finished typing	Supervisor coached RO	11/5/2003
233441	10/15/2003	RO was rude and kept interrupting customer	Supervisor coached RO	10/19/2003
233496	10/15/2003	RO typed inaccurately	Supervisor coached RO	10/19/2003
233610	10/16/2003	RO misdialed TERM number	Supervisor coached RO	10/21/2003
234076	10/17/2003	RO typed to HCO user	Supervisor coached RO	11/1/2003
234147	10/17/2003	RO did not relay call effectively	Supervisor coached RO	11/6/2003
234218	10/17/2003	RO did not provide ID number	Supervisor coached RO	10/21/2003
234324	10/18/2003	RO dialed number before customer finished typing	Supervisor coached RO	10/21/2003
234498	10/19/2003	RO hung up before customer could request second call	Supervisor coached RO	10/22/2003
235762	10/23/2003	RO hung up while customer was giving TERM number	Supervisor coached RO	11/5/2003
236154	10/24/2003	RO dialed number before customer finished typing	Supervisor coached RO	10/27/2003
236264	10/25/2003	RO interrupted while text user was typing	Supervisor coached RO	10/29/2003
236395	10/25/2003	RO would not repeat message at customer's request	Supervisor coached RO	10/29/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
October 2003

Log #	Date	Description of Issue	Description of Resolution	Date
236473	10/26/2003	RO hung up in middle of call	Supervisor coached RO	11/6/2003
236561	10/26/2003	RO typed to STS user	Supervisor coached RO	10/29/2003
236643	10/27/2003	RO mishandled calling card request; did not inform customer how many minutes left on the card	Supervisor coached RO	11/3/2003
237268	10/29/2003	RO was inattentive to requested TERM number	Supervisor coached RO	11/1/2003
237598	10/29/2003	7-1-1 ring, no answer	Temporarily high call volume	10/29/2003
237613	10/30/2003	RO did not follow profile for tone of voice and background noises	Supervisor coached RO	10/30/2003
237764	10/30/2003	RO did not follow call handling instructions	Supervisor coached RO	11/2/2003
238036	10/31/2003	RO did not follow instructions for answering machine	Supervisor coached RO	11/5/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
238331	11/1/2003	ROs do not honor customer's request to read one word at a time	General comment; specific RO numbers not provided	11/1/2003
238682	11/3/2003	RO did not follow instructions for leaving voicemail	Invalid RO number provided; unable to identify RO	11/26/2003
239281	11/4/2003	RO was rude; interacted inappropriately with customer	Supervisor coached RO	12/4/2003
239282	11/4/2003	Line disconnect	Customer Service apologized for inconvenience	11/4/2003
239350	11/4/2003	RO did not follow instructions for no background sounds	Supervisor coached RO	11/9/2003
240080	11/6/2003	RO did not follow call handling instructions	Supervisor coached RO	11/24/2003
240336	11/7/2003	RO was not transparent on a call; interacted inappropriately with TERM customer	Supervisor coached RO	11/23/2003
240538	11/8/2003	RO did not follow instructions for no background sounds	Supervisor coached RO	11/15/2003
240628	11/9/2003	RO did not follow instructions for no tone of voice	Supervisor coached RO	11/18/2003
240684	11/9/2003	RO misdialed TERM number	Supervisor coached RO	11/15/2003
240965	11/10/2003	RO was inattentive; typed to HCO user	Supervisor coached RO	11/21/2003
241140	11/10/2003	RO did not type verbatim; did not provide ID number again	Supervisor coached RO	11/24/2003
241326	11/11/2003	RO had too many spelling errors	Supervisor coached RO	11/15/2003
241327	11/11/2003	RO had too many spelling errors	Supervisor coached RO	11/23/2003
241420	11/11/2003	RO relayed the call too slowly	Unable to identify RO	11/23/2003
241432	11/11/2003	RO typed too slowly	Supervisor coached RO	11/17/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
241446	11/11/2003	RO hung up on customer	Supervisor coached RO	11/17/2003
241454	11/11/2003	RO did not observe IXC profile	Supervisor coached RO	11/20/2003
241456	11/11/2003	RO did not follow call handling instructions	Supervisor coached RO	11/21/2003
241788	11/12/2003	RO was inattentive in processing a call	Supervisor coached RO	11/18/2003
242089	11/13/2003	RO took control of call; was adding to conversation	Supervisor coached RO	11/17/2003
242267	11/14/2003	RO hung up on customer	Supervisor coached RO	12/3/2003
242961	11/17/2003	CA did not verify STS user's name; took too long to dial	Unable to identify CA	11/24/2003
243409	11/18/2003	RO typed to HCO user	Supervisor coached RO	11/25/2003
243414	11/18/2003	RO typed to HCO user	Supervisor coached RO	11/25/2003
243499	11/18/2003	RO was inattentive on a call	Supervisor coached RO	11/18/2003
244207	11/20/2003	RO had an inappropriate relay pace	Supervisor coached RO	12/1/2003
244218	11/21/2003	RO took control of call; was adding to conversation	Supervisor coached RO	11/26/2003
244383	11/21/2003	RO was not transparent; interacted inappropriately with customer	Supervisor coached RO	12/5/2003
244574	11/21/2003	Unable to reach CRS form home via 7-1-1	Referred to LEC for resolution	11/21/2003
244843	11/23/2003	RO did not follow call handling instructions	Supervisor coached RO	11/25/2003
244911	11/23/2003	RO was inattentive on a call	Supervisor coached RO	12/5/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
November 2003

Log #	Date	Description of Issue	Description of Resolution	Date
245199	11/24/2003	RO misspelled a name on a call	Supervisor coached RO	12/5/2003
245945	11/27/2003	RO hung up on customer	Supervisor coached RO	12/3/2003
246215	11/28/2003	RO was rude; did not provide RO number and talked too fast	Unable to identify RO	11/28/2003
246542	11/30/2003	RO interrupted customer too often	Supervisor coached RO	12/5/2003

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
December 2003

Log #	Date	Description of Issue	Description of Resolution	Date
246983	12/1/2003	RO did not follow caller's answering machine instructions	Supervisor coached RO on the importance of following callers' instructions	12/2/2003
247377	12/2/2003	RO typed to HCO user	Supervisor coached RO on HCO call handling	12/2/2003
247781	12/3/2003	RO did not follow caller's instructions for IVRU call	Supervisor coached RO on the importance of following callers' instructions	12/3/2003
248123	12/4/2003	RO did not keep caller informed of call status	Supervisor coached RO on the importance keeping callers informed of call status	12/7/2003
248483	12/5/2003	RO typed to HCO user	Supervisor coached RO on HCO call handling	12/7/2003
248484	12/5/2003	RO typed to HCO user	Supervisor coached RO on HCO call handling	12/7/2003
248495	12/5/2003	RO was rude	Supervisor coached RO	12/15/2003
249233	12/8/2003	RO did not follow dialing instructions; dialed the wrong number	Supervisor coached RO on the importance of following callers' instructions	12/14/2003
249580	12/9/2003	RO typed too slowly	Supervisor coached RO on appropriate relay pace	1/2/2004
249581	12/9/2003	RO typed inaccurately	Supervisor coached RO on the importance of typing accurately	12/14/2003
250038	12/11/2003	RO typed too fast	Supervisor coached RO to type more slowly	12/11/2003
250455	12/12/2003	STS ring, no answer	Temporarily high call volume	12/12/2003
250777	12/14/2003	STS ring, no answer	Temporarily high call volume	12/14/2003
250887	12/14/2003	RO asked voice caller to repeat every couple of words	Supervisor coached RO on appropriate relay pace	12/16/2003
251552	12/16/2003	RO did not relay message appropriately	Supervisor coached RO on the importance of relaying calls appropriately	12/23/2003
251585	12/16/03	RO hung up on customer during IVRU call	Supervisor coached RO on IVRU call handling	12/17/2003

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
December 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
251589	12/17/2003	RO had poor voice quality	Supervisor coached RO on the importance of speaking clearly	12/21/2003
251687	12/17/2003	CA could not understand customer	Supervisor coached CA	12/31/2003
252246	12/19/2003	RO did not follow caller's profile	Supervisor coached RO on the importance of following callers' profiles	12/22/2003
252349	12/19/2003	RO asked customer to repeat call request several times	Supervisor coached RO	12/20/2003
252484	12/20/2003	RO did not follow call handling instructions	Supervisor coached RO on the importance of following callers' instructions	12/29/2003
252682	12/20/2003	RO transferred caller to STS rather than Customer Service	Supervisor coached RO on the importance of following callers' instructions	12/29/2003
252692	12/20/2003	RO did not follow call handling instructions	Supervisor coached RO on the importance of following callers' instructions	12/29/2003
252777	12/21/2003	RO did not follow profile for abbreviated messages	Supervisor coached RO on the importance of following callers' profiles	12/22/2003
252791	12/21/2003	RO did not keep caller informed of call status	Supervisor coached RO on the importance keeping callers informed of call status	12/23/2003
253410	12/23/2003	RO was rude and did not type verbatim	Supervisor coached RO	12/31/2003
253435	12/24/2003	RO did not voice clearly	Supervisor coached RO on the importance of speaking clearly	12/23/2003
253699	12/25/2003	RO did not provide ID number	Supervisor coached RO on the importance of providing ID number	12/31/2003
254060	12/27/2003	RO was abrupt and rude	Supervisor coached RO	12/29/2003
254102	12/27/2003	RO did not type a number accurately	Supervisor coached RO on the importance of typing accurately	12/29/2003
254423	12/29/03	RO became involved in a conversation	Supervisor coached RO on the importance of customer control of calls	12/29/2003
254710	12/30/2003	RO did not follow call handling instructions	Supervisor coached RO on the importance of following callers' instructions	1/4/2004

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
December 2003

Log #	Date	Description of Issue	Description of Resolution	Date
255063	12/31/2003	RO did not follow call handling instructions	Supervisor coached RO on the importance of following customers' instructions	1/2/2004

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2004

Log #	Date	Description of Issue	Description of Resolution	Date
255542	1/2/2004	CA could not understand STS customer	Unable to identify CA	1/2/2004
255768	1/3/2004	STS staff could not understand STS customer	Three CAs identified as possibly handling customer's calls; all three CAs underwent additional audio/STS technique training	1/3/2004
255929	1/3/2004	RO hung up on customer	Unable to identify RO	1/20/2004
255981	1/4/2004	CA could not understand STS customer	CA underwent additional audio/STS technique training	1/30/2004
256482	1/5/2004	ROs are not following profile for no background noise or tone of voice	Specific RO number(s) not provided; unable to identify RO(s)	1/5/2004
256484	1/5/2004	RO did not follow instructions to override profile	Supervisor coached RO to understand that caller has the option of overriding profile	1/8/2004
256490	1/5/2004	RO did not appear to be typing what the voice caller said	Supervisor coached RO on relay pacing	1/30/2004
257068	1/7/2004	ROs are not following profile	Specific RO number(s) not provided; unable to identify RO(s)	1/7/2004
257333	1/8/2004	RO appeared to rush the customer	Supervisor coached RO on relay pacing	1/28/2004
257451	1/8/2004	RO was rude; constantly interrupted the customer	Supervisor coached RO on call handling process	1/13/2004
257491	1/8/2004	RO transferred customer to C/S instead of STS	Supervisor coached RO on STS transfer procedure	1/13/2004
257923	1/9/2004	RO did not follow instructions to announce only the name of the business	Supervisor coached RO on the importance of following customers' instructions	1/20/2004
258101	1/10/2004	RO hung up on customer	Supervisor coached RO on remaining on line	1/20/2004
258753	1/12/2004	RO did not follow profile	Supervisor coached RO on the importance of following customers' profiles	1/22/2004
258902	1/13/2004	Operator did not follow instructions to repeat what an HCO user typed	Supervisor coached RO on call handling process	1/15/2004
259080	1/13/2004	RO tone of voice was rude and would not repeat	Supervisor coached RO on call handling process	1/21/2004

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2004

Log #	Date	Description of Issue	Description of Resolution	Date
259199	1/13/2004	RO did not follow profile	Supervisor coached RO on the importance of following customers' profiles	2/2/2004
259386	1/14/2004	ROs do not announce Relay Service and ID number	Specific RO(s) not identified; a general reminder distributed on production floor	1/14/2004
259389	1/14/2004	RO was rude and spoke to fast when providing RO number	Supervisor coached RO on call handling process	1/28/2004
259602	1/14/2004	CA could not understand STS customer	CA underwent additional audio/STS technique training	2/2/2004
259622	1/15/2004	RO transferred customer to C/S instead of STS	Supervisor coached RO on STS transfer procedure	1/15/2004
259879	1/15/2004	RO typed too slowly	Supervisor coached RO on relay pacing	1/15/2004
260560	1/17/2004	RO did not follow instructions to listen to the "repeat" option on a recording	Supervisor coached RO on the importance of following customers' instructions	1/21/2004
261999	1/22/2004	RO did not follow instructions to retrieve voicemail messages	Supervisor coached RO on the importance of following customers' instructions	1/23/2004
262000	1/22/2004	CA could not understand STS customer	CA underwent additional audio/STS technique training	1/31/2004
262105	1/23/2004	RO interrupted while customer was still typing	Supervisor coached RO on call handling process	1/29/2004
262269	1/23/2004	RO did not follow instructions to redial a number	Supervisor coached RO on the importance of following customers' instructions	1/30/2004
262308	1/23/2004	CA could not understand STS customer	CA underwent additional audio/STS technique training	1/30/2004
262309	1/23/2004	CA could not understand STS customer	CA underwent additional audio/STS technique training	2/2/2004
262408	1/24/2004	STS ring, no answer	Temporarily high call volume	1/24/2004
263062	1/26/2004	RO interrupted while customer was still typing	Supervisor coached RO on call handling process	2/5/2004
263093	1/26/2004	RO didn't follow IVRU instructions then refused to transfer customer to Customer Service	Supervisor coached RO on call handling process	1/31/2004

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2004

Log #	Date	Description of Issue	Description of Resolution	Date
263103	1/26/2004	RO did not follow instructions to override profile	Supervisor coached RO to understand that caller has the option of overriding profile	1/31/2004
263248	1/27/2004	RO typed too slowly	Supervisor coached RO on relay pacing	2/2/2004
263593	1/28/2004	CA could not understand STS customer	CA underwent additional audio/STS technique training	1/30/2004
264149	1/29/2004	RO did not keep customer informed of call activity	Supervisor coached RO on call handling process	1/31/2004
264455	1/30/2004	RO misdialed the term number 3 times	Supervisor coached RO on the importance of paying attention when handling calls	2/2/2004
264523	1/31/2004	RO hung up on customer	Unable to identify RO	2/5/2004
264603	1/31/2004	RO did not leave message on answering machine	Supervisor coached RO on the answering machine process	2/11/2004

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2004

Log #	Date	Description of Issue	Description of Resolution	Date
264692	2/4/2004	Relieving RO was hard to understand and was rude	Unable to identify RO	2/16/2004
264744	2/5/2004	RO was reading what HCO user was typing	Supervisor coached RO on HCO procedures	3/2/2004
264760	2/5/2004	RO did not pay attention to customer's attempt to interrupt	Supervisor coached RO to be attentive to customer interrupts	2/20/2004
264903	2/6/2004	Customer was not satisfied with how RO left message	Supervisor coached RO on message process	2/6/2004
265006	2/8/2004	RO had a bad tone of voice	Supervisor coached RO on tone of voice	2/14/2004
265031	2/8/2004	RO hung up	Supervisor coached RO on console procedure	2/20/2004
265036	2/8/2004	RO typed to slowly and interrupted too often	Supervisor coached RO on appropriate pacing	3/9/2004
265062	2/9/2004	RO did not follow instructions on outgoing VCO call	Supervisor coached RO on VCO procedures	3/1/2004
265077	2/9/2004	RO misspelled a name	Supervisor coached RO on confirming spelling of names	2/24/2004
265171	2/10/2004	RO interrupted too often	Unable to identify RO	2/16/2004
265202	2/10/2004	CRS ring, no answer	Temporarily high call volume; CSP transferred customer to an RO	2/10/2004
265206	2/10/2004	RO did not type verbatim	Supervisor coached RO on the importance of verbatim	3/1/2004
265210	2/10/2004	RO would not confirm message	Supervisor coached RO on appropriate interaction	2/12/2004
265213	2/10/2004	RO did not follow instructions for leaving a message	Supervisor coached RO on the importance of following instructions	2/13/2004
265306	2/11/2004	RO did not understand instructions for retrieving voice mail	Supervisor coached RO on the importance of following instructions	3/1/2004
265471	2/13/2004	RO did not follow instructions given at beginning of call	Unable to identify RO	2/18/2004

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
265564	2/14/2004	CRS ring, no answer	Temporarily high call volume; CSP transferred customer to an RO	2/14/2004
265582	2/15/2004	RO did not follow profile	Unable to identify RO	2/19/2004
265595	2/15/2004	RO was not familiar with profile procedure	Supervisor coached RO on profile procedures	3/5/2004
265670	2/16/2004	RO was rude in directing the conversation	Supervisor coached RO on appropriate interaction	2/24/2004
265684	2/16/2004	RO did not follow profile for slow typing	Supervisor coached RO on the importance of following profiles	2/24/2004
265935	2/18/2004	RO typed too slowly and paced too often	Unable to identify RO	2/22/2004
265956	2/19/2004	CRS ring, no answer	Temporarily high call volume; CSP transferred customer to an RO	2/19/2004
266103	2/20/2004	RO did not explain service	Supervisor coached RO on the importance of explaining relay	3/1/2004
266163	2/21/2004	RO did not follow instructions for announcing call	Supervisor coached RO on the importance of following instructions	3/3/2004
266267	2/23/2004	RO hung up	Supervisor coached RO on console procedure	3/3/2004
266269	2/23/2004	RO misspelled a name	Supervisor coached RO on confirming spelling of names	3/6/2004
266275	2/23/2004	RO did not respond to customers comments	Supervisor coached RO on appropriate interaction	2/27/2004
266366	2/24/2004	RO dialed wrong area code	Supervisor coached RO to be attentive	3/6/2004
266427	2/24/2004	Fast-busy on long distance call using SBC as IXC	SBC added to the IXC options	3/12/2004
266438	2/24/2004	CRS ring, no answer	Temporarily high call volume; CSP transferred customer to an RO	2/24/2004
266496	2/25/2004	Fast-busy on long distance call using SBC as IXC	SBC added to the IXC options	3/4/2004

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
266514	2/25/2004	CRS ring, no answer	Temporarily high call volume; CSP transferred customer to an RO	2/25/2004
266556	2/26/2004	RO did not follow instructions from Voice TERM to relay call as it was being typed rather than in blocks of words	Supervisor coached RO on the importance of following customers' instructions	3/12/2004
266661	2/27/2004	Fast-busy on long distance call using SBC as IXC	SBC added to the IXC options	3/12/2004
266791	2/29/2004	RO dialed wrong area code	Supervisor coached RO on the importance of being attentive to number dialed	3/16/2004
266807	2/29/2004	RO dialed wrong area code	Supervisor coached RO on the importance of being attentive to number dialed	3/18/2004
266820	2/29/2004	Fast-busy on long distance call using SBC as IXC	SBC added to the IXC options	3/8/2004

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
266981	3/2/2004	RO dialed a wrong number; call could not be completed	Supervisor coached RO on the importance of being attentive to number dialing	3/11/2004
267013	3/2/2004	Caller could not place a long distance call using SBC as CoC	Temporary technical issue with SBC connectivity; resolved	3/18/2004
267129	3/3/2004	CRS ring, no answer	CSP explained that there was a temporarily high call volume; confirmed current availability and transferred caller to an available RO	3/3/2004
267350	3/5/2004	RO dialed a wrong number; reached a different party	Supervisor coached RO on the importance of being attentive to number dialing	3/17/2004
267387	3/6/2004	Out-of-state caller could not use calling card to place a call to a California TERM	CSP tested card successfully and transferred caller to an available RO; call was completed	3/7/2004
267402	3/6/2004	RO was unfamiliar with SpeedDial profile feature	Supervisor re-trained RO on SpeedDial feature	3/12/2004
267420	3/6/2004	Caller could not place a long distance call using SBC as CoC	Temporary technical issue with SBC connectivity; resolved	3/18/2004
267422	3/6/2004	CA could not understand STS user; user had to spell 80% of his message	CA was administered refresher training	3/26/2004
267558	3/8/2004	STS ring, no answer	CSP explained that STS was experiencing a temporarily high call volume and encouraged caller to try again	3/8/2004
267630	3/9/2004	Caller could not reach TERM party; no ringtone received	Temporary technical issue; resolved	3/9/2004
267677	3/9/2004	RO did not override customer's profile to not explain relay	Supervisor coached RO on the importance of caller control of the call and ability to override profiles	3/19/2004
267784	3/11/2004	RO had a weak voice and spoke too quickly	Supervisor coached RO on the importance of voice clarity	3/19/2004
267820	3/11/2004	Caller could not place a long distance call using Verizon as CoC	CSP verified that Verizon is an available CoC; Supervisor coached original RO on the importance of paying attention to the CoC list	3/11/2004

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
267987	3/13/2004	STS ring, no answer	CSP explained that STS was experiencing a temporarily high call volume; confirmed current availability and transferred caller to an available CA	3/13/2004
268003	3/14/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume and encouraged caller to try again	3/13/2004
268233	3/16/2004	RO interrupted too often	Supervisor coached RO on call handling process	3/29/2004
268287	3/17/2004	Caller could not place a long distance call using SBC as CoC	Temporary technical issue with SBC connectivity; resolved	3/22/2004
268367	3/18/2004	RO did not follow instructions to repeat message	Supervisor coached RO on the importance of following customers' instructions	3/27/2004
268507	3/19/2004	RO hung up on customer	Supervisor coached RO on call handling process	3/21/2004
268743	3/22/2004	Caller could not use calling card to place a call	CSP tested card successfully and transferred caller to an available RO; call was completed	3/23/2004
268878	3/24/2004	RO interrupted while customer was still typing	Supervisor coached RO on call handling process	4/1/2004
268894	3/24/2004	Caller could not reach CRS via 7-1-1 from office	CSP referred caller to the telecommunications group; transferred caller to an available RO to complete the call	3/24/2004
269273	3/28/2004	RO did not follow instructions on a call to an answering machine	CSP transferred caller to an available RO to complete call; Supervisor coached original RO on the importance of following customers' instructions	4/9/2004
269373	3/29/2004	RO did not comply with caller's request for a change of RO	RO terminated	3/29/2004
269508	3/30/2004	RO did not relay verbatim	Supervisor coached RO on the importance of relaying calls verbatim	4/6/2004

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2004

Log #	Date	Description of Issue	Description of Resolution	Date
269607	4/1/2004	RO typed to a profiled HCO user	RO was terminated	4/4/2004
270057	4/6/2004	RO did not follow instructions given by caller at the beginning of a call	Supervisor coached RO on the importance of following customers' instructions	4/11/2004
270096	4/7/2004	RO spoke too fast and was hard to understand	Supervisor coached RO on the importance of voice clarity	4/13/2004
270164	4/7/2004	RO did not follow caller's instruction to just type "GA" when the called party answers	Supervisor coached RO on the importance of following customers' instructions	4/13/2004
270225	4/8/2004	RO spoke too fast in leaving a message on an answering machine, and the message was unintelligible.	Supervisor coached RO on the importance of voice clarity	4/13/2004
270303	4/9/2004	RO could not place a long distance call	Unable to duplicate; CSP suggested that caller try again, and contact C/S if the problem continued; customer has not called back to C/S	4/9/2004
270384	4/11/2004	RO inappropriately transferred 911 request to C/S	Supervisor coached RO on 9-1-1 procedures	4/26/2004
270479	4/13/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume and encouraged caller to try again	4/13/2004
270516	4/13/2004	CA did not follow STS users request to not prompt, "Would you like for me to ask for somebody?"	Supervisor coached CA on the importance of following customers' instructions	4/20/2004
270725	4/16/2004	RO misdialed an outgoing call	Supervisor coached RO on the importance of being attentive when placing calls	4/21/2004
270883	4/18/2004	RO transferred STS user someplace other than STS	Supervisor coached RO on the importance of being attentive when transferring calls to STS	4/21/2004
270885	4/18/2004	CA re-voicing was difficult for STS user to hear	Supervisor coached CA on the importance of speaking loudly enough for STS users to hear when re-voicing	4/4/2004
270899	4/19/2004	RO answered STS user's 7-1-1 call with TTY tones	Supervisor coached RO to wait for an extended period of time before changing protocol from voice to TTY	4/24/2004
270931	4/19/2004	CA could not understand STS user	CA was coached on techniques for understanding STS users' voice patterns	4/4/2004
270971	4/19/2004	RO typed to a profiled HCO user	Supervisor coached RO on HCO call handling procedure	4/24/2004

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2004

Log #	Date	Description of Issue	Description of Resolution	Date
271009	4/20/2004	CA could not understand STS user	CA was coached on techniques for understanding STS users' voice patterns	4/20/2004
271012	4/20/2004	CA did not customer's profile for a male CA	Supervisor coached CA on the importance of following customers' profiles	4/29/2004
271163	4/21/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume; CSP transferred call to an available RO	4/21/2004
271216	4/22/2004	CA did not follow STS users request to not prompt, "Would you like for me to ask for somebody?"	Supervisor coached CA on the importance of following customers' instructions	4/25/2004
271311	4/23/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume and encouraged caller to try again	4/23/2004
271413	4/25/2004	CA could not understand STS user	CA was coached on techniques for understanding STS users' voice patterns	4/28/2004
271510	4/27/2004	RO typed to a profiled HCO user	Supervisor coached RO on HCO call handling procedure	5/3/2004
271594	4/28/2004	Unable to reach CRS vis 7-1-1 from office location	CSP provided caller the 800 CRS access number and referred caller to the office telecom administrator for 7-1-1 access from that location	4/28/2004
271601	4/28/2004	RO did not follow caller's instruction to hang up if a recording was reached; RO relayed recording	Supervisor coached RO on the importance of following customers' instructions	5/4/2004
271677	4/29/2004	RO did not follow customer's profile to not announce relay and for no explanation of service	Supervisor coached RO on the importance of following customers' profiles	5/4/2004
271684	4/29/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume; CSP transferred call to an available RO	4/29/2004
271691	4/29/2004	STS ring, no answer	CSP explained that STS was experiencing a temporarily high call volume; CSP transferred call to an available CA	4/29/2004
271742	4/30/2004	RO was voicing too slowly for voice user to understand	Supervisor coached RO on appropriate relay pacing	5/7/2004
271749	4/30/2004	CA did not revoice verbatim; voiced last four digits of a telephone number, "three, five, one, four" rather than "thirty-five, fourteen"	supervisor coached CA on the importance of revoicing verbatim	5/7/2004
271757	4/30/2004	RO did not allow VCO user to voice the TERM number	Supervisor coached RO on VCO call handling procedure	5/7/2004

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
271878	5/3/2004	RO did not type the voice user's closing comments	Supervisor coached RO on the importance of keeping the caller informed of all aspects of the call	5/12/2004
271883	5/3/2004	RO did not follow caller's profile for slow typing	Supervisor coached RO on the importance of following customers' profiles	5/4/2004
271942	5/3/2004	RO did not follow caller's instructions for retrieving voice mail	Supervisor coached RO on the importance of following customers' instructions	5/20/2004
272031	5/4/2004	RO did not follow caller's specific instructions for handling the call when the called party answered	Supervisor coached RO on the importance of following customers' instructions	5/10/2004
272119	5/5/2004	CA could not understand STS user	Supervisor coached CA on techniques for understanding STS users' voice patterns	5/12/2004
272133	5/5/2004	Relieving CA did not identify himself/herself when he/she took over the call	Supervisor coached CA on the procedure for announcing an in call change of CA	5/5/2004
272261	5/7/2004	9-1-1 call through STS was not routed to the appropriate PSAP location	PSAP database was updated to reflect the appropriate PSAP for this calling area	5/7/2004
272262	5/7/2004	Caller was calling on behalf of a friend and stated that a 9-1-1 call through STS was not routed to the appropriate PSAP location (same as above)	PSAP database was updated to reflect the appropriate PSAP for this calling area	5/7/2004
272275	5/8/2004	RO typed to a profiled HCO user	Supervisor coached RO on HCO call handling procedure	5/9/2004
272330	5/9/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume and encouraged caller to try again	5/9/2004
272383	5/10/2004	RO did not follow caller's instructions to select option for a live representative on an IVRU call	CSP tested IVRU and informed customer that the option for a live representative is not available	5/10/2004
272470	5/13/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume; CSP transferred call to an available RO	5/13/2004
272493	5/13/2004	RO did not confirm spelling of names	Supervisor coached CA on the importance of confirming the spelling of names	5/22/2004
272689	5/15/2004	CA could not understand STS user	Supervisor coached CA on techniques for understanding STS users' voice patterns	5/25/2004
272885	5/19/2004	RO did not announce a transfer of a call from CRS to STS that came in via 7-1-1	RO was terminated	5/25/2004
272924	5/20/2004	RO typed to a profiled HCO user	Supervisor coached RO on HCO call handling procedure	5/20/2004

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
272998	5/20/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume and encouraged caller to try again	5/20/2004
273061	5/21/2004	RO left an incomprehensible voice message on an answering machine	Supervisor coached RO on the importance of voice clarity	6/6/2004
273149	5/23/2004	ROs are typing to HCO callers	Information was forwarded to the Training department for general refresher training on handling HCO calls	6/3/2004
273301	5/25/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume and encouraged caller to try again	5/25/2004
273335	5/26/2004	CRS ring, no answer	CSP explained that CRS was experiencing a temporarily high call volume; CSP transferred call to an available RO	5/26/2004
273444	5/27/2004	Spanish CRS ring, no answer	CSP explained that Spanish CRS was experiencing a temporarily high call volume; CSP transferred call to an available RO	5/27/2004