

**Idaho TRS FCC Complaints 6/1/2020 - 5/31/2021**

<b>Ticket #</b>	<b>Date and Time</b>	<b>Contact Type</b>	<b>Complaint Type</b>	<b>Agent #</b>	<b>Nature of Complaint</b>	<b>Explanation of Resolution</b>	<b>Date Resolved</b>	<b>Resolution Timeframe</b>
200630-000060	6/30/2020 4:07 PM	Voice	External Complaint	Mary	Customer stated they received a bill for relay service from Direct Communications.	Customer Care explained Relay is a no-cost service provided by the State and there would not be a bill for it. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	6/30/2020	4:09 PM