

Montana Relay 2020-2021 FCC TRS Complaint Report
June 2020 - May 2021

Inquiry ID	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
210326-000000	03/26/2021 02:50 AM	Operations Complaints	Miscellaneous		TTY	Scott	Tyna	Customer stated the CA was not handling their call professionally.	03/29/2021 11:28 AM	Customer Care apologized and requested call detail information, which the customer was unable to provide. Without call details, no information could be located in regard to the call the customer was referring to.
210407-000038	04/07/2021 02:44 PM	Technical Complaints	Connection Issues		Chat	Tyna	Tyna	Customer states when on a call through Relay using TTY on their iPhone the line disconnects.	04/07/2021 03:31 PM	Customer Care attempted to obtain call details, provided troubleshooting tips and suggested customer notify Customer Care if the issue continues. Customer was satisfied.