

## Virginia 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
200710-000005	07/09/2020 07:45 PM	Operations Complaints	Remote Conference Captioning		Email	Bill	Erica	Customer stated they did not receive captions for their session.	07/10/2020 09:42 AM	Customer Care apologized and forwarded information to management. Management discovered that due to a technical issue with the scheduling program, the RCC session was not on the schedule to be captioned. The program issue has since been resolved.
201106-000069	11/06/2020 10:22 PM	Operations Complaints	Didn't Follow Policy/Procedure		STS	Bill	Bill	Customer stated the OPR did not follow policy/procedure. Customer stated the OPR became involved in the customer's call.	11/06/2020 10:23 PM	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. Customer began behaving inappropriately, said that they were not getting anywhere with the Customer Care representative, and disconnected.
201201-000002	12/01/2020 03:40 AM	Operations Complaints	Miscellaneous		STS	Jasper	Tyna	Customer stated the OPR kept cutting them off and would not let the customer finish.	12/01/2020 08:33 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.
201209-000041	12/09/2020 03:12 PM	Operations Complaints	Remote Conference Captioning		Email	Erica	Erica	Customer stated the captionist did not continue to caption while in a virtual breakout room.	12/09/2020 04:34 PM	Customer Care apologized and acquired call details. The technical department verified the captionist did not caption breakout room content because a separate link was created when the breakout room was initiated that the captionist could not access. Customer Care provided troubleshooting tips, which can be used in future situations. Customer understood.
210301-000066	03/01/2021 10:38 PM	Technical Complaints	Captioning/Text/ Garbling Issues		Voice	Bill	Bill	Customer stated they were receiving a lot of garble during the call.	03/01/2021 10:39 PM	Customer Care provided troubleshooting steps, which resolved the issue. Customer Care provided several tips for clearing garble during a call. Customer was satisfied.
210325-000027	03/25/2021 10:25 AM	Technical Complaints	Miscellaneous		STS	Connor	Tyna	Customer stated was unable to dial a specific number associated with one of their profiles.	04/01/2021 10:02 AM	Customer Care acquired the call detail information. Information was forwarded to the technical department, which determined no corresponding technical information could be found during the timeframe provided by the customer. Further research located an error in the profile, which has been corrected and the customer is able to dial the specific number.
210405-000038	04/05/2021 02:57 PM	Operations Complaints	Didn't Follow Policy/Procedure		TTY	Donnie	Donnie	Customer stated the OPR did not follow policy/procedure. Customer stated that the OPR would not respond when giving a phone number to dial.	04/19/2021 04:31 PM	Customer Care apologized and acquired call detail information. The information was forwarded to the technical department, which determined that the information provided by the customer was incorrect and the correct call could not be located.
210507-000013	05/07/2021 11:04 AM	Technical Complaints	Connection Issues		Voice	Jenn	Jenn	A telephone administrator of a prison facility stated that when an inmate places a call using several numbers to reach the Relay Service, there is no answer.	05/07/2021 12:03 PM	Customer Care apologized and acquired call detail information. Information was forwarded to our technical department. Our technical department continues to work closely with the telephone administrator at the correctional facility. As a result of these conversations, it was determined that the facility had placed an internal forward on facility lines. The facility administrator indicated that they would change that setting. We are awaiting a follow-up from them to report findings from their technical change.

The incidents below reflect activity that Virginia Relay is aware of that is outside of its scope of service.

200826-000009	08/26/2020 10:48 AM	External Complaints			Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through Relay.	08/26/2020 10:58 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.
201023-000067	10/23/2020 07:09 PM	External Complaints			VCO	Bill	Bill	Customer stated they are hearing a loud humming sound on their phone line.	10/23/2020 07:10 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
210112-000019	01/12/2021 11:25 AM	External Complaints			Voice	Jenn	Jenn	Customer stated their telephone service is not working properly.	01/12/2021 11:25 AM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.

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210416-000000	04/16/2021 08:47 AM	External Complaints			VCO	Tyna	Tyna	Customer states when using the 10-digit numbers provided from their facility to reach Relay the line just rings but is able to contact to Relay using 7-1-1.	04/17/2021 10:10 AM	Customer Care acquired call detail information. Customer Care referred the customer to their facility's telephone systems administrator for further assistance. Customer Care forwarded information to management for review. Customer was satisfied.
210504-000005	05/04/2021 10:47 AM	External Complaints			Voice	Tyna	Tyna	Customer stated experiencing garble on test calls when using enabled RTT/TTY with their iPhone.	05/04/2021 11:05 AM	Customer Care provided basic steps for using TTY/RTT on iPhone. Customer Care also referred the customer to their mobile carrier and Apple for further assistance regarding garble when enabling TTY on an iPhone. Customer was satisfied.