

## Relay Nevada 2018 - 2019 FCC TRS Complaint Report June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180724-000054	07/24/2018 05:45 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	07/24/2018 05:47 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180913-000025	09/13/2018 12:57 PM		HCO	Mary	Mary	~Customer stated there was a lot of distortion during their Relay call.	09/17/2018 04:30 PM	Customer Care apologized and acquired the call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180921-000054	09/21/2018 05:02 PM	3015	HCO	Mary	Mary	~Customer stated the OPR did not keep them informed during their call.	10/01/2018 11:58 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Didn't Keep User Informed
181024-000093	10/24/2018 09:34 PM		HCO	Erica	Erica	~Customer provided a general complaint against a specific OPR.	10/24/2018 09:43 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Miscellaneous

**Relay Nevada 2018 - 2019 FCC TRS Complaint Report  
June 2018 - May 2019**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181212-000052	12/12/2018 01:35 PM		HCO	Tyna	Tyna	~Customer requested information from their profile and was advised by the OPR/Supervisor the information was not listed.	12/12/2018 01:51 PM	Customer Care verified the customer and confirmed information was listed. Customer Care confirmed with OPR/Supervisor that information was not appearing at workstation. Customer Care apologized and advised information would be forwarded to technical department. Information was updated in the profile which resolved the issue. Customer was satisfied.	Technical Complaints	Miscellaneous
190213-000009	02/13/2019 10:11 AM		Voice	Mary	Mary	Customer stated an issue with their 9-1-1 call. A Voice caller living in Nevada was routed to a South Carolina PSAP based on their area code.	02/15/2019 09:27 AM	Customer Care apologized and stated information would be forwarded to the technical department; which discovered the caller dialed into Relay through a cellular phone. Technical department confirmed that calls from a cellular device will route to the PSAP based on the caller's area code. The 9-1-1 observation sheet was located; which confirmed the caller was successfully transferred to the appropriate Nevada PSAP where the caller received assistance.	Technical Complaints	911 Calls
190430-000027	04/30/2019 01:15 PM	9030M	TTY	Dan	Dan	Customer stated that their party could not understand the OPR.	05/02/2019 10:36 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Poor Vocal Clarity/Enuciation