

Wyoming Relay
June 2018 – May 2019
Complaint Log Summary

June 2018-May 2019

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6483781686	02/20/2019	#49	Customer reported the relay operator could not complete his out-of-state call.	03/22/2019	State protocol requires that calls either originate or terminate within Wyoming. The caller's location was passing a toll-free originating phone number. The call would not complete because the relay system was unable to determine that the call originated in Wyoming when it was terminating outside of Wyoming. The State Administrator, the Customer Relationship Manager and Relay Operations worked with the caller's inmate calling service (ICS) administration to resolve the issue. The ICS began passing a Wyoming automatic number identification (ANI) instead of a toll-free number for the relay calls. Testing by the ICS administration confirmed out-of-state calls completed successfully from the caller's location.

Total Customer Complaints for the 12-month period: 1