

Kentucky Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180730-000054	07/30/2018 05:14 PM		Mary	Mary	Customer stated when dialing a specific number through Relay the other party is not answering.	07/30/2018 05:19 PM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180823-000063	08/23/2018 03:15 PM		Mary	Mary	Customer stated they have been unable to place calls through the Relay.	09/04/2018 11:20 AM	Customer Care apologized and acquired the call detail information. Information was forwarded to the technical department; which determined the issue was due to the outgoing number being used by the customer was identified as toll-free and non-billable. Customer Care made multiple attempts to reach customer; which were unsuccessful. There has been no further contact from the customer.	External Complaints	Miscellaneous
180911-000026	09/11/2018 11:49 AM		Jenn	Jenn	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	09/11/2018 11:49 AM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous
181219-000075	12/19/2018 04:59 PM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	12/19/2018 05:01 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190120-000001	01/19/2019 07:57 PM		Jen	Jen	Customer stated they were receiving a lot of garble during the call.	01/20/2019 11:44 AM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
190324-000015	03/24/2019 02:36 PM		Mary	Mary	Customer stated they were receiving a lot of garble during the call.	03/24/2019 03:01 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling