

**Kentucky 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
200608-000016	06/08/2020 10:17 AM	Operations Complaints	Didn't Follow Policy/Procedure	9382	VCO	Mary	Mary	Customer stated the CA did not follow policy/procedure. Customer stated the CA pretended as though they could not communicate with them and refused to dial the requested phone number.	06/19/2020 10:00 AM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management and the CA received refresher training. Customer was satisfied.
210408-000055	04/08/2021 08:11 PM	Technical Complaints	Connection Issues		VCO	Bill	Bill	Customer stated they are unable to dial a specific phone number through Relay.	04/08/2021 08:11 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.

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

201027-000004	10/27/2020 08:51 AM	External Complaints			Voice	Tyna	Tyna	Customer stated when placing a test call to 7-1-1 from their prison facility they unable to connect to Relay.	10/27/2020 09:14 AM	Customer Care referred the customer to their facility's telephone systems administrator for further assistance. Customer was satisfied.
210409-000001	04/09/2021 09:03 AM	External Complaints			Chat	Jenn	Jenn	Customer stated they were unable to place a relay call to a specific phone number.	04/15/2021 02:07 PM	Customer Care obtained customer's contact information and forwarded it to the technical department, which determined there was no issue with Relay. Customer confirmed during follow-up contact that they were able to place and receive calls with no issues. Customer was satisfied.
210429-000016	04/29/2021 11:09 AM	External Complaints			Voice	Mary	Mary	Customer stated someone is using their phone service to make unauthorized calls through Relay. Customer requested access to and from Relay to be blocked from their number.	04/29/2021 11:13 AM	Customer Care explained Relay and that the service is federally funded, which means it cannot be blocked from a number. Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.
210501-000003	05/01/2021 11:32 AM	External Complaints			Voice	Tyna	Tyna	Caller stated charges are appearing on their telephone bill.	05/01/2021 11:49 AM	Customer Care attempted to obtain information and referred caller to the telephone service provider for more information. Customer was satisfied.
210502-000001	05/01/2021 11:40 PM	External Complaints			Voice	Scott	Tyna	Customer requested Relay TTY/RTT be removed from their mobile phone.	05/02/2021 11:50 AM	Customer Care obtained information regarding customer's issue, which determined was a setting enabled on the customer's mobile device. Customer Care referred customer to their mobile carrier to assist with turning off the RTT/TTY function setting on their mobile device. Customer understood and was satisfied.