

Utah Relay 2015 - 2016 FCC TRS Complaint Report

July 2015 - July 2015

Inquiry ID	Inquiry Date	CA/Op#	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
118464	6/3/2015		Carey	Carey	Customer stated that when placing calls through Relay they go through without an issue; however if they place a call directly without Relay, the calls will not go through.	6/3/2015	Customer Care referred the customer to their telephone service provider for assistance with this issue. Customer understood.	External Complaints - Miscellaneous
295396	7/23/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	7/23/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/ Harassment Call

Utah CapTel FCC Complaint Report 6/1/2015 to 7/31/2015

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
					There were no CapTel complaints in violation of FCC standards from June, 2015 to July, 2015				