

Relay Utah 2020-2021 TRS FCC Complaint Report

August 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
200906-000013	09/05/2020 10:56 PM	Operations Complaints	Miscellaneous		Voice	Scott	Mary	Customer provided a general complaint that CAs do not relay conversations verbatim, are interjecting their opinions, and are disconnecting calls.	09/15/2020 09:59 AM	Customer Care apologized and forwarded customer's complaint to management and operations, who acknowledged its receipt for possible use in refresher training. Customer was satisfied.