

Relay Iowa 2018 - 2019 FCC TRS Complaint Report
June 2018 - 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
180716-000066	07/16/2018 06:04 PM		Dan	Dan	Customer stated their audio volume is very low and muffled.	07/16/2018 06:08 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180725-000030	07/25/2018 02:22 PM		Dan	Dan	Customer stated they are unable to place a VCO call using their iPhone.	07/30/2018 10:21 PM	Customer Care explained that VCO calls are not supported by the iPhone and referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
181009-000066	10/09/2018 02:43 PM		Jenn	Jenn	Customer stated they have no dial tone on their phone line.	10/09/2018 02:43 PM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
181010-000095	10/10/2018 06:32 PM		Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	10/10/2018 06:33 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181120-000014	11/20/2018 10:36 AM		Mary	Mary	Customer stated when they press the voicemail button on their phone, it automatically connects to Relay.	11/20/2018 10:46 AM	Customer Care apologized and referred the customer to their telephone manufacturer for further assistance. Customer understood.	External Complaints	Miscellaneous
181130-000018	11/30/2018 10:54 AM		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	11/30/2018 11:04 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190214-000056	02/14/2019 03:07 PM		Jacob	Jacob	Customer stated the CA did not keep them informed while processing the call.	02/14/2019 03:07 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	CA Did not Keep User Informed
190313-000019	03/13/2019 10:59 AM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	03/13/2019 11:03 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190315-000047	03/15/2019 06:15 PM		Mary	Mary	Customer stated when dialing a specific number through Relay they are reaching a number-unavailable recording.	03/15/2019 06:17 PM	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous