

Relay Iowa 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170810-000043	8/10/2017		Email	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	8/18/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
170913-000055	9/13/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	9/13/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
170918-000077	9/18/2017		VCO	Dan	Dan	Customer stated they were experiencing a lot of static on the line.	9/18/2017	Customer Care referred the customer to their telephone service provider. Customer understood.	External Complaints	Miscellaneous
171003-000012	10/3/2017		Voice	Tyna	Tyna	Customer stated they were receiving a lot of garble during the call.	10/3/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
171103-000126	11/3/2017		VCO	Mary	Mary	Customer stated the Supervisor hung up on them.	11/8/2017	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 regards to the call the customer was referring to.	Service Complaints	CA Hung Up on Caller
171103-000118	11/3/2017	9031	VCO	Mary	Mary	Customer stated the CA did not keep them informed while processing the call.	11/8/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	CA Did not Keep User Informed
180210-000030	2/10/2018		VCO	Jacob	Jacob	Customer indicated that there was a severe amount of static on their phone line.	2/10/2018	Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous

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180223-000078	2/22/2018		Email	Connie	Mary	Customer stated they were only allowed restricted access to the Relay.	2/23/2018	Customer Care apologized and obtained the customer's information. The information was forwarded to technical; which removed the restrictions. Customer was satisfied.	Service Complaints	Miscellaneous
180226-000007	2/26/2018		VCO	Tyna	Tyna	Customer stated problems with their telephone line.	2/26/2018	Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
180326-000022	3/26/2018		Voice	Tyna	Tyna	Customer stated when calling 7-1-1 it is not working with their HCO connection.	3/26/2018	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech Issues HCO/2LHCO Problem