

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
190381	6/1/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	6/1/2015	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
283049	6/1/2015		VCO	Carey	Carey	Customer stated there is an issue on their telephone bill where they are being charged for caller id; however, the feature is not working on their telephone.	6/1/2015	Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
712257	6/2/2015		TTY	Ryan	Ryan	*Customer inquired if the restriction preventing them from accessing Relay and Customer Care had been removed.	9/17/2015	Customer Care explained that the CPUC restriction to Relay was removed on May 29, 2015. Customer continues to have an issue with reaching Customer Care directly or through Relay. The Customer Care management tool was changed to allow access. Customer was notified. Customer will call back if further issues.	Technical Complaints - Miscellaneous
785230	6/2/2015		STS	Carey	Carey	Customer stated that all of their profile information was not located in the profile.	6/4/2015	Customer Care followed up to explain that currently Relay has the capability of fifty speed dials. Customer Care offered to send a list of the speed dial information to the customer; the customer declined. Customer Care verified the customer and updated their profile for fifty speed dials. Customer was satisfied.	Technical Complaints - Miscellaneous
6000088	6/2/2015		TTY	Jenn	Jenn	Customer stated they were very disappointed that Hamilton Relay is now the only Relay service provider for the State of California.	6/2/2015	Customer Care apologized to the customer. Customer disconnected. Information was forwarded to management.	Service Complaints - Miscellaneous
167553	6/2/2015		STS	Carey	Carey	Customer stated that all of their profile information was not located in the profile and they would like a copy of their speed dial list emailed to them.	7/8/2015	Customer Care explained that currently Relay has the capability of fifty speed dials. A listing of current profile information was sent to the customer. Customer Care received the updates from the customer, verified the customer and forwarded information to the technical department. Profile was updated and customer was satisfied.	Technical Complaints - Miscellaneous
267325	6/2/2015		VCO	Dan	Dan	Customer stated they were not able to get through to Customer Care and were unable to leave a message.	6/3/2015	Customer Care apologized and stated that the information would be forwarded to the technical department. Customer Care lines were tested and are working properly. Customer was satisfied.	Technical Complaints - Miscellaneous
763104	6/2/2015		STS	Annie	Annie	Customer stated they have been receiving suspicious telephone calls through the relay.	6/3/2015	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
763186	6/2/2015		STS	Annie	Annie	Customer stated that all of their profile information was not located in the profile and requested a call back.	6/6/2015	Customer Care returned the customer's phone call and left a voicemail. There has been no further contact from the customer.	Technical Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
763841	6/3/2015		Voice	Tyna	Tyna	Customer stated they are not able to access their profile remote but it had previously worked the time before.	6/3/2015	Customer Care apologized and reviewed the customer's profile and verified the pin was listed correctly. Customer Care requested customer attempt their call again. Customer was satisfied.	Technical Complaints - Miscellaneous
7002288	6/3/2015		Voice	Tyna	Tyna	Customer stated they wished to remove their profile.	6/3/2015	Customer Care was not able to locate any information under the telephone number provided. Customer stated the information would have been with AT&T. No information could be located. Customer Care assured customer there was no profile for their number. Customer was satisfied.	External Complaints - Miscellaneous
152336	6/3/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	6/3/2015	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
941700	6/4/2015		STS	Carey	Carey	Customer stated that they are unable to dial 7-1-1 when calling in from a specific originating number.	11/19/2015	Customer Care determined the customer is using a Google Voice VoIP service and referred the customer to their service provider. Customer Care provided an alternate number to access Relay and offered a temporary workaround profile until translation issue is resolved with VoIP Service provider. Customer Care stated that if service provider needed assistance with 7-1-1 translation Relay would be more than happy to assist them. Relay continues to work with Google Voice VoIP in regards to 7-1-1 translation issue. (Awaiting Service Provider and state information)	Technical Complaints - Tech Issues 7-1-1 Problem
8029213	6/4/2015		STS	Carey	Carey	Customer stated that all of their profile information was not located in the profile. Customer would like a call back to go over the speed dial list.	6/4/2015	Customer Care returned the customer's call as requested and confirmed the profile updates the customer wanted to make. Customer Care verified the customer and forwarded information to the technical department. Profile was updated and customer was satisfied.	Technical Complaints - Miscellaneous
8094424	6/4/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the relay.	6/4/2015	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
165425	6/4/2015		Voice	Dan	Dan	Customer stated their son is no longer able to use their calling card when placing a call from the Prison facility.	6/4/2015	Customer Care apologized and forwarded information to the technical department; which discovered these lines were with SATF systems. Per instructions from SATF system all restrictions have been removed from their prison lines. No way to notify customer.	Technical Complaints - Miscellaneous
840947	6/5/2015		TTY	Dan	Dan	Customer stated they have not been able to reach Relay for 4 days.	6/5/2015	Customer Care determined the customer was dialing an incorrect number when attempting to reach Relay and provided the correct number to the customer. Customer was satisfied.	Service Complaints - Miscellaneous
9031406	6/6/2015	1213	TTY	Tyna	Tyna	Customer stated that the CA had typing errors and huge gaps between conversations.	6/30/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied. CA's latest typing score reflects 91 wpm with 96% accuracy.	Service Complaints - CA Accuracy/Spelling/Verbatim
9052732	6/6/2015		VCO	Tyna	Tyna	Customer stated experiencing issues after reaching Relay when someone tries to call her.	6/29/2015	Customer Care apologized and attempted to identify the problems with the CAs, but customer did not provide details. Customer Care provided several troubleshooting tips and referred the customer to California Telecommunications Access Program to have their device serviced. Customer Care also suggested to check with their telephone service provider. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2L/VCO Problem

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
60038025	6/8/2015		STS	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	7/14/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 92.9% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
140068	6/8/2015		STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the CA refused to look at the notes for the instructions of their speed dial listing. CA kept asking the customer for information that was already provided in the notes.	9/15/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department, which discovered an issue with the profile that was resolved promptly. Customer was notified.	Technical Complaints - Miscellaneous
649684	6/9/2015	9014	VCO	Carey	Carey	Customer stated the CA dialed the incorrect number.	7/9/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which discovered the CA dialed the incorrect area code. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - CA Misdialed Number
831755	6/9/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone call.	6/9/2015	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
990422	6/9/2015		TTY	Dan	Dan	Customer stated they are being denied use of the Relay because their number is showing as being a prison when it is not and wanted this issue corrected.	6/25/2015	Customer Care confirmed the customer's number is profiled as a prison. Information was forwarded to the technical department, which confirmed this phone number is a residential number. The profile with the prison restrictions was removed. Customer was notified.	Technical Complaints - Miscellaneous
351310	6/10/2015		STS	Carey	Carey	Customer stated that all of their profile information was not located in the profile and they would like a copy of their speed dial list mailed to them.	6/12/2015	Customer Care explained that currently Relay has the capability of fifty speed dials. A listing of current profile information was sent to the customer. Customer stated that they have received the list and will be calling back to make updates to their profiles. Customer was satisfied.	Technical Complaints - Miscellaneous
494091	6/10/2015		STS	Dan	Dan	Customer stated their profile is not appearing when they are calling Relay.	8/19/2015	Customer Care attempted to reach the customer and left a message requesting the customer call back. There has been no further contact from the customer.	Technical Complaints - Tech Issues STS Problem
494548	6/10/2015		VCO	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	7/14/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 94.4% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
670011	6/10/2015		TTY	Dan	Dan	Customer stated the CA incorrectly dialed a number which was long distance when it should have been a local call. The customer wanted to make sure they were not charged for this call.	6/10/2015	Customer Care advised the customer they would need to send a copy of their phone bill to Hamilton Relay so that a credit could be given. Customer Care provided the address to send the copy of their bill to. Customer was satisfied.	Technical Complaints - Long Distance/Billing Issues
860266	6/12/2015		STS	Dan	Dan	Customer stated their remote profile did not have anything in it when the CA entered their information.	6/12/2015	Customer Care verified the customer and confirmed the profile was set correctly. Customer Care attempted to gather call detail information; customer refused. 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 too. Customer was satisfied.	Technical Complaints - Miscellaneous
884605	6/12/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	6/12/2015	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
923855	6/12/2015		STS	Dan	Dan	Customer stated they experienced some difficulty reaching a Customer Care representative and that they received false information regarding Relay policy.	9/16/2015	Customer Care attempted to reach the customer; but was unsuccessful. There has been no further contact with this customer.	Service Complaints - Miscellaneous
336100	6/13/2015		STS	Jenn	Jenn	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	6/13/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 88.5% within 10 seconds for the day.	Technical Complaints - Long Hold
594701	6/14/2015		STS	Jenn	Jenn	Customer stated their profile information is not showing in the workstation.	6/29/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department, which discovered an issue with the profile that was resolved promptly. Customer was notified.	Technical Complaints - Time/Disconnect
444207	6/15/2015	9168	HCO	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	7/3/2015	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 too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
467274	6/15/2015		STS	Jenn	Jenn	Customer stated the CA hung up on them.	6/15/2015	Customer Care forwarded information to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - CA Hung Up on Caller
337398	6/16/2015	1210	TTY	Dan	Dan	Customer stated the CA did not follow policy/procedure. Customer indicated the CA did not keep them informed during the call.	7/10/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
559644	6/18/2015		VCO	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay. Customer suggested we hire more CAs.	9/17/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.6% within 10 seconds for the day.	Technical Complaints - Long Hold

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
809720	6/18/2015		VCO	Dan	Dan	Customer stated the CA did not provide their CA number or identify Relay during the call.	9/17/2015	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 too. Customer was notified.	Service Complaints - Didn't Give CA Number
7037780	6/18/2015	9156	VCO	Lonnie	Lonnie	Customer stated the CA did not follow policy/procedure.	9/14/2015	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 too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
292885	6/19/2015		Voice	Dan	Dan	Customer stated the system is too slow to use and that they were getting TTY tones on the line when it should be silent. Customer demanded information be forwarded to management and threatened to file a complaint with the State.	6/19/2015	Customer Care explained why the tones would be heard on the line. Customer Care assured the customer this information would be forwarded to management. Information was forwarded. Customer was satisfied.	Technical Complaints - Miscellaneous
509463	6/19/2015	4059	TTY	Dan	Dan	Customer stated the CA did not handle their call properly.	7/10/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call, but did follow the correct procedure. Information was forwarded to management but the CA did not receive refresher training as they did process the call correctly. Customer was notified.	Service Complaints - Miscellaneous
720483	6/20/2015	9168	STS	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated that the CA does not understand them and sometimes does not respond when the customer calls into STS Relay. Customer stated that this happens often with other CAs as well.	8/16/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
926533	6/21/2015		VCO	Carey	Carey	Customer complained about all Hamilton CAs; however, customer refused to provide any details so information could be confirmed with technical.	6/21/2015	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 too. Customer was notified.	Service Complaints - Miscellaneous
470268	6/21/2015		STS	Lonita	Lonita	Customer stated they had experienced a long hold time/delay when connecting to the VA STS Relay on the evening of 6/20/2015.	6/25/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. STS calls were answered at 76.4% within 10 seconds for the day.	Technical Complaints - Tech Issues VA STS Problem

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
640135	6/22/2015		STS	Carey	Carey	Customer stated that all of their profile information was not located in the profile and they would like a copy of their speed dial list mailed to them.	7/8/2015	Customer Care explained that currently Relay has the capability of fifty speed dials. A listing of current profile information was sent to the customer. Customer was satisfied.	Technical Complaints - Miscellaneous
807800	6/22/2015	4164	STS	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	6/25/2015	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
891091	6/22/2015		VCO	Jimmy	Jimmy	Customer stated they were unable to make outgoing calls through Relay and requested Customer Care return their call.	6/22/2015	Customer Care returned the call and was informed the customer was no longer having issues placing calls. Customer was satisfied.	Technical Complaints - Miscellaneous
133881	6/22/2015	9034	STS	Carey	Carey	Customer stated the CA did not follow policy/procedure. Customer stated the CA was talking to someone in the background during their call and did not stay focused on the call.	8/16/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department which discovered that no calls were made by this customer through Relay on this day. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
343287	6/23/2015		Voice	Jenn	Jenn	Customer stated they dialed into the relay and the CA said the relay phone was not working.	6/25/2015	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. Customer was notified.	Service Complaints - Miscellaneous
846350	6/24/2015		VCO	Ryan	Ryan	Customer stated they previously dialed 9-1-1 and reached a service far from where they would need.	6/24/2015	Customer Care forwarded information to technical department, which discovered the customer was directed to the correct PSAP associated with the customer's telephone number and that the call was a non-emergency. Customer Care forwarded information to management so they would be aware of this as well. Customer did not wish to receive a return call from Relay.	External Complaints - Miscellaneous
348022	6/25/2015	1425	VCO	Scott	Scott	Customer stated the CA did not keep them informed while processing the call.	7/9/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Informed
379685	6/25/2015		VCO	Scott	Scott	Customer stated they have been unable to place an international call through Relay.	6/29/2015	Customer requested that Customer Care call them back after 5:00 PM PST 6/26/2015 for follow up. Customer Care will follow up with the customer for more information. Customer Care followed up with customer and they stated the issue had been resolved and they were able to place the international call. Customer hung up.	Technical Complaints - Long Distance/Billing Issues
979233	6/26/2015	9056	TTY	Jimmy	Jimmy	Customer stated the CA did not no-bill the call when redialing the number to leave a message.	6/19/2015	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. Customer was notified.	Service Complaints - CA Misdialed Number
735215	6/26/2015	9034	VCO	Lonnie W.	Lonnie W.	Customer stated the CA provided the incorrect information.	6/29/2015	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. Customer was notified.	Service Complaints - CA Gave Wrong Information

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
113764	6/28/2015		STS	Dan	Dan	Customer stated one of their profiles was not appearing at the CA's workstation.	7/15/2015	Customer Care verified customer and confirmed profiles were in the system correctly. Customer Care forwarded information to the technical department; which discovered an issue with the profile. The profile was reset by technical. Customer was notified.	Technical Complaints - Tech Issues STS Problem
675803	6/29/2015		STS	Carey	Carey	Customer stated that all of their profile information was not located in the profile and they would like a copy of their speed dial list emailed to them.	6/29/2015	Customer Care explained that currently Relay has the capability of fifty speed dials. A listing of current profile information was sent to the customer. Customer did not wish to make any changes at this time, but stated that they will contact Customer Care should they choose to update their profile. Customer was satisfied.	Technical Complaints - Miscellaneous
417391	6/30/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	6/30/2015	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
558987	6/30/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls through the relay. Customer stated the caller ID is a ten digit number beginning with 7-1-1.	6/30/2015	Customer Care explained that the calls are not coming through Relay. Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer was satisfied.	Service Complaints - Suspicious/Harassment Call
762521	6/30/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	6/30/2015	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
600821	7/1/2015		TTY	Jenn	Jenn	Customer stated they are able to reach Relay and process a call; but when someone attempts to call them back using Relay they are unable to reach the user, and they are reaching an all circuits busy recording.	7/3/2015	Customer Care apologized and forwarded the information to technical, which stated there was a high volume of calls that may have contributed to the recording being received. Customer did not provide call details and without call detail information Relay is unable to discover the call the customer is referring to. Customer was notified.	Technical Complaints - Miscellaneous
626240	7/1/2015		Voice	Jenn	Jenn	Customer stated a phone number was consistently calling them and they want the number blocked immediately.	7/1/2015	Customer Care attempted to explain the California Relay Service, however customer would not allow explanation and only provided their phone number and then disconnected.	External Complaints - Miscellaneous
105627	7/2/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	7/2/2015	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
6039196	7/5/2015		Voice	Tyna	Tyna	A caller stated trying to place a call to a Relay user and line has been busy.	7/5/2015	Customer Care attempted a call to the telephone number provided without use of the Relay and received a fast busy. Customer Care explained a fast busy would indicate a problem with the telephone line through the telephone service the customer is using. Caller wanted Customer Care to notify the customer or telephone service that line is busy. Customer Care apologized and explained the Relay service is not part of the telephone service and unable to determine the telephone service the customer maybe using. Customer disconnected	External Complaints - Miscellaneous
6039254	7/5/2015	5121	VCO	Tyna	Tyna	Customer stated the CA did not follow policy/procedure.	8/24/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the CA did process a call for the customer at this time. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
490558	7/5/2015	1422	VCO	Jimmy	Jimmy	Customer stated that the CA refused to use the provided spelling for their called party.	7/6/2015	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. Customer was notified.	Service Complaints - CA Accuracy/Spelling/Verbatim
502219	7/5/2015	1384	Voice	Annie	Annie	Customer stated the CA did not follow policy/procedure.	7/6/2015	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
502991	7/5/2015	9262	VCO	Annie	Annie	Customer stated the CA did not follow policy/procedure.	7/7/2015	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
787155	7/6/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	7/6/2015	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
7069055	7/6/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/6/2015	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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
8090273	7/7/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/7/2015	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
695839	7/7/2015		STS	Annie	Annie	Customer stated their STS call was handled improperly. Customer refused to provide call details.	7/8/2015	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. Customer was notified.	Service Complaints - STS call Handling Problems
869829	7/8/2015		Voice	Dan	Dan	Representative from Verizon indicated the customer they were assisting was getting routed to Relay when dialing their voicemail on their cell phone.	7/8/2015	Customer Care advised the caller that this would need to be forwarded to the technical department with Verizon to discover why their calls are being forwarded to Relay. Caller disconnected.	External Complaints - Miscellaneous
385214	7/10/2015		STS	Tyna	Tyna	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	8/24/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered STS at 63% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
473354	7/10/2015		STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the CA they had could not get the listing they were being given and then hung up on the customer. CA also did not provide their CA number.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call, but did not disconnect on the user. Technical Department discovered that customer disconnected the call. The CA did not receive refresher training as they did process the call correctly. Customer was notified.	Service Complaints - STS call Handling Problems
595308	7/14/2015		STS	Carey	Carey	-Customer stated they have experienced a long hold time/delay when connecting to the Relay.	8/27/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
756113	7/14/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/14/2015	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
764765	7/14/2015		VCO	Dan	Dan	Customer stated they placed a long distance call yesterday without issue, but today were asked for their long distance company.	7/14/2015	Customer Care checked the customer's profile and confirmed they are already set up in the system to bill to AT&T. Customer Care apologized and requested the customer try their call again; which was successful. Customer was satisfied.	Technical Complaints - Long Distance/Billing Issues
190419	7/15/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	7/15/2015	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
450131	7/15/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/15/2015	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
510784	7/15/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/15/2015	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
123067	7/16/2015		STS	Dan	Dan	-Customer stated they have experienced a long hold time/delay when connecting to the Relay. Customer stated they were on hold for 9 minutes while waiting to reach a CA.	7/16/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 88% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
149604	7/16/2015		TTY	Dan	Dan	*Customer stated their long distance calls have been billed to the wrong long distance company since February 9, 2015.	8/30/2015	Customer Care corrected the long distance carrier in the customer's profile. Customer Care advised the customer that in order to be reimbursed for the incorrect billing, they would need to provide copies of their phone bills. Customer was satisfied. As of May 31st, 2016 a copy of the bill has not been received from customer.	Technical Complaints - Long Distance/Billing Issues

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
504174	7/16/2015		STS	Mary	Mary	-Customer stated they have experienced a long hold time/delay when connecting to the Relay.	8/18/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
635683	7/17/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	7/17/2015	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
654076	7/17/2015		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls.	7/17/2015	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
795830	7/17/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/17/2015	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
833253	7/17/2015		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls.	7/17/2015	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
879407	7/17/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/17/2015	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
5054803	7/18/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls through the Relay. Customer believes this call is coming through Relay because the number appearing on their caller id has their area code and then 7-1-1.	7/18/2015	Customer Care attempted to explain that when the customer dials the number back that is on their caller id they are connecting to Relay because they are dialing 7-1-1. 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 became irate and disconnected.	Service Complaints - Suspicious/Harassment Call
213682	7/19/2015		Voice	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	8/30/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
6016421	7/20/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls through the Relay. Customer believes the calls are coming through Relay because the number appearing on their caller id is their area code and the 7-1-1.	7/20/2015	Customer Care attempted to explain that when the customer dials the number back that is on their caller id they are connecting to Relay because they are dialing 7-1-1. 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 became irate and disconnected.	Service Complaints - Suspicious/Harassment Call
177402	7/20/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/20/2015	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
314257	7/22/2015		STS	Jenn	Jenn	Customer stated a Customer Service Rep would not listen to a person who was trying to help them give and receive information.	8/24/2015	Customer Care apologized and forwarded information to management. Customer Care Representative received refresher training. Customer was satisfied.	Service Complaints - Miscellaneous
8083961	7/23/2015	9282F	TTY	Dan	Dan	Customer stated the CA hung up on them.	8/10/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the CA had processed the call correctly and did not disconnect the user. Information was forwarded to management, but CA did not receive refresher training as they processed the call correctly. Customer was notified.	Service Complaints - CA Hung Up on Caller
397654	7/23/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	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
854424	7/24/2015		Voice	Tyna	Tyna	Customer's daughter called and stated when calling VCO user through the Relay call is answered but customer hangs up	7/24/2015	Customer Care was able to determine the daughter is able to reach VCO user through Relay but after connection there is no other information received by CA. Customer Care requested further information, but daughter did not have any additional information. Customer Care was going to refer customer to California Telecommunications Access Program but caller disconnected before information was able to be provided.	Technical Complaints - Miscellaneous
9074945	7/24/2015		VCO	Dan	Dan	Customer stated they are seeing AT&T show up as part of the CA's identification when calling through Relay. Customer provided two instances where this occurred.	7/31/2015	Customer Care apologized and advised information would be forwarded to the technical department to research this issue further. Information was forwarded to the technical department; which did not discover any issues with the greeting macro for Relay. Customer was notified.	Service Complaints - Miscellaneous
116115	7/24/2015		Voice	Mary	Mary	Customer stated when trying to call their mother through the Relay, they are reaching a recording that is requesting a payment be made and that office is closed.	7/25/2015	Customer Care confirmed the customer was able to receive an incoming call from their mother; which they can receive but they are unable to make an outgoing call to their mother. Customer Care explained the recording they are receiving is an OPR generated recording from their provider and referred the customer to their telephone service provider. Customer Care offered to set up a profile for the customer to ensure long distance information was set correctly. Customer agreed to set up the profile. Customer Care gathered the customer's information and forwarded it to the technical department. Profile was implemented. Customer was satisfied.	Technical Complaints - Miscellaneous
292889	7/25/2015		Voice	Mary	Mary	Customer stated their STS profiles are not showing up and messages are not coming through.	8/19/2015	Customer Care apologized and directed information to the technical department; which discovered an issue with the customer's profile. The profile was reset and the customer was notified. Customer was satisfied.	Technical Complaints - Miscellaneous
9075028	7/25/2015	1272FT	VCO	Dan	Dan	Customer stated the CA dialed the incorrect number and then did not hang up as instructed.	7/27/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but the customer called back and stated they no longer wished to go forward with this complaint. Customer was satisfied.	Service Complaints - CA Misdialed Number
824497	7/27/2015		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls.	7/27/2015	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
982692	7/27/2015		VCO	Dan	Dan	Customer stated their calls are dropping in the middle of the call and when this happens their screen on their device goes blank.	7/27/2015	Customer's call dropped while on the line with Customer Care. This appeared to be due to a problem with the customer's phone. Customer Care referred the customer to California Telecommunications Access Program and provided their telephone number. Customer was satisfied.	Technical Complaints - Miscellaneous
535649	7/27/2015	9168	STS	Mary	Mary	Customer stated the CA hung up on them.	8/16/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the CA processed the call correctly and the user disconnected the call. CA did not receive refresher training as they processed the call correctly. Customer was notified.	Service Complaints - CA Hung Up on Caller
740619	7/28/2015		STS	Carey	Carey	-Customer stated that when they provide suggestions to Customer Care no one from management ever follows up with them regarding their concerns.	7/28/2015	Customer Care explained that when the customer provides suggestions and feedback to Customer Care that information is always forwarded to management; however, it is not common procedure for the manager to call the customer back unless the customer requests that follow up. Customer disconnected before Customer Care could offer any further assistance. Customer Care Supervisor attempted call back to customer but was unsuccessful as line is consistently busy.	Service Complaints - Miscellaneous
2051515	7/30/2015	4176	STS	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	7/30/2015	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
2041852	7/30/2015	4069	Voice	Dan	Dan	Customer stated the CA was almost mumbling the conversation that was being relayed. Customer also stated they were not familiar with using "GA" and the CA did not explain it to them.	8/10/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
914024	7/31/2015		STS	Jacob	Jacob	-Customer stated when calling in STS they are not hearing a CA greeting.	8/30/2015	Customer Care apologized and forwarded information to the technical department. Technical department did several test calls to all CRS Hamilton Relay access numbers; which were successful. Customer Care notified the customer and requested they attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
954076	7/31/2015		STS	Scott	Scott	-Customer stated when dialing from the Orig number to 7-1-1 or toll-free 800 number, all calls route to Spanish.	8/10/2015	Customer Care apologized and forwarded information to the technical department. Technical department did several test calls that resulted in a STS CA being reached each time. Customer Care notified the customer and requested they attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
960906	8/1/2015		Voice	Tyna	Tyna	Customer stated very displeased with the Relay service, delay in answering their call, hearing the Relay CAs, getting TTY tones in their ear and hearing the CAs typing and should be able to interrupt TTY user.	8/1/2015	Customer Care apologized and asked if the customer is set up to connect in voice. Customer Care verified the customer and profile reflects voice but customer stated it takes too long to connect with Relay and then get TTY tones in their ear and when it is an emergency it is unacceptable. Customer Care apologized and advised would forward their complaint and concerns to management. Customer was satisfied. Management has been in direct contact with customer. Management update: Issue 1: When calling CRS, voice customer experiences a very long delay – silence – followed by TTY tones. In researching records, we have discovered calls are answered in an average of 5.3 seconds and 27% of customer's calls were changed to TTY mode. Procedurally this means that when a Communication Assistant (CA) answers a relay call, if there is no response, the CA will then send TTY tones in an attempt to connect to a potential TTY user on the other end of the line. This is an indicator to us that there could be some type of audio issue or delay on the line causing customer to not hear the CA's greeting. Relay performed test calls with the customer on September 1, in an effort to document the call experience from both the CA perspective and the consumer perspective. The testing was very successful. We did not experience any delays when customer's calls came in and we did not experience any audio issues. Customer reported static during the testing. Management also suggested a 711 Choice Routing Changes. Customer gave Hamilton permission to change their 711 Choice routing. Relay is hopeful that this might reduce some of the "delay" that customer is reporting. It is important to note that Relay's CDRs and our testing with the customer do not match the customer's experience. Issue 2: Customer is unhappy that CAs will not engage in conversation with consumers. Customer mentioned that when AT&T was the relay provider, they were able to hold conversations with the CAs and got to know them. Management shared with customer both the FCC and the State's rules regarding CA role. The CA will relay all comments shared between calling parties. CA shall not respond to comments directed to the CA and any such comments are relayed within the conversation. CA shall not have side conversations with either party, even when prompted. CA shall not counsel, advise, judge or interject any personal opinions into any relay call. CA shall relay all information verbatim. CA shall keep all relay calls confidential. Customer indicated that they would complain directly to the FCC and the CPUC regarding this topic. Hamilton is doing refresher training with our CAs on the importance of friendly tone of voice while staying in role. We are also making sure the CA has "friendly" yet firm language to use in response to caller's attempting to engage in conversation with them. Customer is satisfied with management actions on this item and considers this closed. Issue 3: Customer shared that the Deaf community is not happy with CRS and stated that they attend meetings as the "San Jose Deaf Association" and that people are complaining at those meetings that there is a delay in reaching CRS. In response to this feedback, Hamilton Relay is reaching out to those organizations serving people who are Deaf or hard of hearing in San Jose to set up a presentation or Town Hall type event in which Hamilton staff will share information about relay and gather consumer feedback regarding their experience when using CRS. Customer is very satisfied with this and considers this item closed. Additional testing was performed in person with customers on November 12, 2015 and again on February 8, 2016. Customer is confused and makes several technical errors when using TTY. In person visits were performed to train user on proper TTY etiquette.	Service Complaints - Miscellaneous
3005259	8/1/2015		Voice	Tyna	Tyna	Customer stated the supervisor hung up on them.	8/1/2015	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. Customer was notified.	Service Complaints - CA Hung Up on Caller
584598	8/2/2015		TTY	Carey	Carey	Customer stated all of the CAs do not follow policy/procedure, when reading the customer profile.	8/3/2015	Customer Care apologized and acquired call detail information. Information was forwarded to management and CAs have received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
882669	8/3/2015		STS	Carey	Carey	Customer stated their STS call was handled improperly. Customer refused to provide call details.	8/3/2015	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. Customer was notified.	Service Complaints - STS call Handling Problems
662537	8/4/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	8/4/2015	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
225052	8/5/2015	9168	STS	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	8/5/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the customer placed two calls and the last call was disconnected by the CA after the Orig party did not respond. Information was forwarded to management, but the CA did not receive refresher training as they did process the call correctly. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
234570	8/5/2015	9146	STS	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	8/5/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department that discovered the CA did process a call for the customer at this time. Information was forwarded to management and CAs have received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
398982	8/5/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	8/5/2015	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
104602	8/6/2015		Voice	Dan	Dan	Customer stated they were unable to reach their patient through Relay as when they call the line is answered and then immediately disconnects. Customer inquired if Relay could check the phone lines or the Relay users equipment.	8/6/2015	Customer Care explained that without being connected directly to the customer Relay would be unable to test the equipment. Customer Care suggested alternate ways to connect with the customer or contact the telephone service provider to check the telephone line. Customer understood.	External Complaints - Miscellaneous
731248	8/6/2015	1431	VCO	Tyna	Tyna	Customer stated CA processed their call and transferred Customer Care but the call was not complete.	8/18/2015	Customer Care apologized and advised information would be forwarded to the technical department. The technical department was able to determine the customer disconnected in the middle of the transfer to Customer Care.	Technical Complaints - Miscellaneous
708788	8/6/2015		VCO	Tyna	Tyna	Customer stated Customer Care hung up on them.	8/18/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the CA transferred the call properly but the call disconnected between transfer. Customer was satisfied.	Service Complaints - CA Hung Up on Caller
750337	8/7/2015		VCO	Tyna	Tyna	Customer states always experiencing problems when trying to reach Customer Care from the hours of 10:00 pm through 1:00 AM cst.	8/7/2015	Customer Care apologized and advised information would be forwarded to management. Information was forwarded to management and testing to Customer Care has occurred; which were successfully answered in an appropriate amount of time. Customer was satisfied.	Service Complaints - Miscellaneous
183423	8/9/2015		STS	Jenn	Jenn	-Customer stated the CA told them the volume was dropping in and out when customer called into STS to place a call.	8/25/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; technical tested the workstations and everything is working properly. Without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Miscellaneous
404737	8/11/2015		STS	John	John	-Customer stated that when calling the toll free access number to reach STS Relay they are reaching a recording stating that the line has been disconnected.	8/11/2015	Customer Care placed a test call to the STS Relay toll free access number and confirmed that the line is working properly. Customer Care provided the customer the correct toll free access number to reach STS Relay. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
436154	8/11/2015		TTY	Carey	Carey	Customer stated that when calling 7-1-1 or the toll free access number to reach Relay, they are receiving a fast busy signal.	8/11/2015	Customer Care was unable to gather any further call details due to garble on the call. Customer Care provided several troubleshooting steps to attempt to clear garble; which were unsuccessful. Customer disconnected before any further information could be obtained. Customer called back and explained not able to dial 7-1-1 or the toll free access number to reach Relay from one telephone line but is able to connect to Relay with another line in home. Customer Care placed several successful test calls and referred customer to their telephone service provider.	Technical Complaints - Tech Issues 7-1-1 Problem
156091	8/12/2015		Voice	Tyna	Tyna	Customer stated their STS call was handled improperly the CA kept interrupting and requested a call back from Customer Care Supervisor.	8/21/2015	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 too Customer Care Supervisor returned a call to a customer and apologized. Customer Care Supervisor stated the information would be forwarded to the CA's Supervisor.	Service Complaints - STS call Handling Problems
265949	8/12/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	8/12/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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
369726	8/12/2015	9083	STS	Dan	Dan	Customer stated they felt rushed by the CA.	8/12/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
700001010	8/13/2015		STS	Jenn	Jenn	Customer stated that all the CA's make them feel rushed and are impatient.	8/13/2015	Customer Care apologized to customer and forwarded customer's concerns to management. Information was forwarded and was added to refresher training for all CAs. Customer was satisfied.	Service Complaints - Miscellaneous
151594	8/13/2015		STS	Jenn	Jenn	Customer stated when they dialed the California STS Line they were reaching a Spanish Speaking line.	8/13/2015	Customer Care apologized and placed a test call to the STS Line which was successful in reaching an English speaking CA. Customer called back and informed Customer Care that they placed another call and the line was working properly.	Technical Complaints - Miscellaneous
220863	8/13/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls.	8/13/2015	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
341201	8/16/2015		Voice	Carey	Carey	Customer stated that they wanted to report a technical issue with Relay; however, would not provide any details regarding the issue.	8/16/2015	Customer stated they would call back and disconnected.	Technical Complaints - Miscellaneous
341238	8/16/2015		STS	Carey	Carey	Customer stated that they gave the CA a number to dial and they reach a recording stating that all circuits are busy.	8/16/2015	Customer Care explained that the message is an operator generated recording and referred the customer to their telephone service provider for assistance. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
986543	8/17/2015		TTY	Dan	Dan	Customer stated their signal light on their TTY flashes for a few seconds after the phone rings, but the line keeps disconnecting. Customer stated the one person who would be calling them through Relay has not been calling them.	8/17/2015	Customer Care explained that the signal light will flash for any noise received on the line. Customer Care stated it may also be someone dialing a wrong number. Customer was satisfied.	External Complaints - Miscellaneous
437996	8/19/2015	1265	Voice	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	8/20/2015	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
493589	8/19/2015	5028	Voice	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	8/20/2015	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
102504	8/20/2015		STS	Jenn	Jenn	- Customer stated they are angry their profile is not available for them to change on-line.	8/20/2015	Customer Care apologized to customer. Customer requested an immediate call back from management. Customer Care forwarded the customer's request to management. Customer Care Supervisor returned a call to the customer, but there was no answer and a message was left. There has been no return call from the customer.	Technical Complaints - Miscellaneous
890363	8/21/2015		VCO	Dan	Dan	Customer stated the CA did not follow policy/procedure. Customer stated the CA requested the number to dial and then asked for the number again after the customer provided it.	8/22/2015	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. Customer was not notified as they stated they did not want to be contacted by anyone.	Service Complaints - Didn't Follow Policy/Procedure
147628	8/23/2015		VCO	Tyna	Tyna	Customer stated a friend is not able to call them through the Relay.	8/23/2015	Customer Care discovered the issue was only with one specific number and not being able to reach 7-1-1 using their cell phone. Customer Care inquired if the toll-free access number could be dialed. Customer did not have specific information in regards to the cell phone user's service. Customer Care explained 7-1-1 is nationwide and if they are not able to dial 7-1-1 they would need to speak with their wireless mobile provider. Customer was satisfied.	External Complaints - Miscellaneous
632545	8/24/2015		VCO	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	8/25/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 89% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
762602	8/24/2015		Voice	Tyna	Tyna	Customer stated is fed up with Relay and male CAs, TTY tones in their ear and not connecting immediately when dialing 7-1-1 and will file a complaint with the state.	8/24/2015	Customer Care apologized and asked if the customer is set up to connect in voice. Customer Care verified the customer and profile reflects voice but, customer stated it takes too long to connect with Relay and then get TTY tones in their ear and when it is an emergency it is unacceptable. Customer Care apologized and advised would forward their complaint and concerns to management. Management worked with Customer and identified the same issues and resolutions as listed in inquiry number 960906. Customer was satisfied.	Service Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
310397	8/25/2015		Voice	Tyna	Tyna	Customer stated that ever since they filed a complaint against a particular CA the other CAs are stating they cannot hear the customer or refuse to assist them.	8/25/2015	Customer Care apologized and advised information would be forwarded to management. Customer also requested to be connected to the Customer Care Supervisor, who was not available at the time. Customer Care advised information would be sent to the Customer Care Supervisor. Customer Care Supervisor returned a call to the customer and assured them that their concerns were being forwarded to management. Information was forwarded to management and there have been no reports of this action by the CAs taking place on the work floor. Customer was satisfied.	Service Complaints - Miscellaneous
775491	8/26/2015	9025	STS	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated that the CA does not listen to them or try to process their calls.	8/27/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
921992	8/26/2015		STS	Jenn	Jenn	~ Customer stated they were unable to receive an international call due to a CA not processing the call correctly.	8/26/2015	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. Customer was notified.	Service Complaints - Miscellaneous
490478	8/27/2015		STS	Carey	Carey	~ Customer stated that none of CAs are following policy/procedure when an incoming international call is placed through Relay to the customer.	8/27/2015	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
945129	8/27/2015		VCO	Mary	Mary	Customer stated an issue with their 9-1-1 call. When the customer calls 9-1-1 through Relay they are being directed to the incorrect 9-1-1 center. Customer stated that they reach Riverside County Police; however, they live in Imperial County, CA.	10/22/2015	Customer Care apologized and stated information would be forwarded to the technical department, which discovered the customer has a cell phone that is still registered for one area, but they have moved to a new area. Customer Care explained why the other 9-1-1 PSAP is being reached. Customer understood. Customer Care has forwarded information to the technical department, which programmed the customer's current location into the system, so the PSAP in their new area will be reached. Customer was satisfied.	Technical Complaints - 911 Calls
969820	8/28/2015	9004	STS	Carey	Carey	Customer stated that the CA is dialing the correct number; however, the call is not connecting to the correct number that was dialed.	8/31/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which determined that the number was being dialed correctly through our system. Customer was notified and referred to the telephone service provider for further assistance. Customer was satisfied.	Technical Complaints - Miscellaneous
518834	8/29/2015		STS	Dan	Dan	~Customer expressed multiple concerns regarding the STS service and voiced several suggestions for improving the service.	8/29/2015	Customer Care apologized to the customer about the issues they were experiencing, but customer did not provide any call details. Customer Care stated the information regarding their suggestions would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
410967	8/31/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls.	8/31/2015	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
407496	9/1/2015		Voice	Tyna	Tyna	Customer stating there are serious issues with Relay. Customer reported static on the line, misspelled words and delays connecting to Relay. Customer has reported these issue to the state.	9/1/2015	Customer Care apologized and advised information would be forwarded to management. Customer stated they have spoke to the state, Relay supervisors and Customer Care and nothing is being done. Customer forwarded the information to management so they are aware of these issues. Management worked with Customer and identified the same issues and resolutions as listed in Inquiry number 960906.	Service Complaints - Miscellaneous
440988	9/1/2015		VCO	Tyna	Tyna	Customer stated when placing a long distance call through Relay they receive a recording that their provider is ATT, which is incorrect they use Time Warner.	9/1/2015	Customer Care verified the customer and updated their profile to reflect Time Warner as their provider. Customer Care attempted to obtain more information for the profile and caller disconnected. There has been no further contact from the customer.	Technical Complaints - Long Distance/Billing Issues
664632	9/1/2015	1250F	VCO	Dan	Dan	Customer stated the CA's ID number at the beginning of the call did not display a "T" at the end, but when the call was ending, the ID did display a "T". Customer inquired as to why that might be.	11/19/2015	Customer Care apologized and forwarded to the technical department, which discovered the CA ID should still have the "T" indication after their number. Customer was notified.	Technical Complaints - Miscellaneous
754323	9/1/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	9/1/2015	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
822931	9/3/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	9/3/2015	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
843754	9/3/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls; however, the call is not being placed through Relay.	9/3/2015	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
636810	9/4/2015		Voice	Carey	Carey	Customer stated they tried to reach someone who is deaf through Relay several times and the phone rang 4 times before disconnecting. Customer inquired about what they should do.	9/4/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer was satisfied.	External Complaints - Miscellaneous
687788	9/4/2015		Voice	Dan	Dan	Customer Care stated if the customer is connecting to Relay this appears to be an issue with their telephone service provider. Customer Care referred the customer to their telephone service provider. Customer understood.	9/4/2015	Customer Care stated if the customer is connecting to Relay this appears to be an issue with their telephone service provider. Customer Care referred the customer to their telephone service provider. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
709764	9/4/2015		VCO	Dan	Dan	Customer stated they are able to make outgoing calls, but are not receiving incoming calls. Customer also stated they have been getting a lot of garble, which is not normal.	9/4/2015	Customer Care stated if the customer is connecting to Relay this appears to be an issue with their telephone service provider. Customer Care referred the customer to their telephone service provider. Customer Care provided several troubleshooting tips to clear garble during the call. Customer understood.	External Complaints - Miscellaneous
237793	9/8/2015		Voice	Tyna	Tyna	-Customer called Customer Care with an inquiry, but due to static on the phone line the STS user could not be understood.	9/8/2015	Customer Care apologized and stated that due to static on the phone line the user could not be understood. Customer Care requested the customer to redial to Customer Care. Customer disconnected.	External Complaints - Miscellaneous
612948	9/10/2015		Voice	Jenn	Jenn	Customer stated they have experienced a long hold time when connecting to the Relay.	9/10/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
832598	9/10/2015		TTY	Dan	Dan	Customer stated the CA did not provide their CA number during the call.	9/10/2015	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. Customer was notified.	Service Complaints - Didn't Give CA Number
338901	9/13/2015	1248	TTY	Ryan	Ryan	Customer stated the CA did not keep them informed while processing the call.	9/14/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - CA Did not Keep User Informed
702014	9/14/2015	9169	STS	Jenn	Jenn	Customer stated the CA did not follow directions and the Supervisor refused to take their complaint.	9/16/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; Technical confirmed the CA was on the call with the customer and did follow procedure. Information was forwarded to management, but CA did not receive refresher training. Customer was notified.	Service Complaints - Service Complaints - CA Gave Wrong Information
432324	9/15/2015		STS	Jenn	Jenn	Customer stated their saved message was not appearing at the work station when they called the STS relay back a few minutes later.	9/15/2015	Customer Care explained to the customer that messages can be saved for up to 2 hours. Customer Care apologized to the customer and forwarded the information to the technical department; which discovered that the message did stay in the system for the allotted time. Customer was notified.	Technical Complaints - Tech Issues STS Problem
555786	9/15/2015		STS	Jenn	Jenn	Customer stated they were unable to remote access another one of their profiles at the workstation. There was a CA on the line who stated there was a technical issue pulling up the profile information.	9/15/2015	Customer Care attempted to get additional information from the customer; however the customer declined to provide information. Without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints - Miscellaneous
202034	9/16/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	9/16/2015	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
270894	9/16/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	9/16/2015	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
840624	9/17/2015		Email	Beth	Beth	*Customer stated they had several calls to Relay that they did not receive identification from the CA. Customer stated then when they did reach Relay the CA just said "One Moment Please", and their call was not placed properly.	9/17/2015	*National Account Manager apologized and forwarded information to the technical department. Technical department discovered that there were calls the customer was listing that never reached Relay. Technical department also discovered a technical issue with Relay workstation which caused the call not to process correctly. This issue was resolved promptly and the workstation is once again processing calls correctly. Customer was notified.	Technical Complaints - Miscellaneous
294524	9/24/2015		Voice	Dan	Dan	Customer's friend calling on their behalf stated their international calling through AT&T has been shut off due to non-payment and inquired if Relay had any suggestions on how they should proceed.	9/24/2015	Customer Care advised the customer would need to contact their telephone service provider in order to resolve the issue. Customer Care verified the customer and confirmed the customer's profile listed AT&T as their long distance provider. Customer understood and was satisfied.	External Complaints - Miscellaneous
650801	9/25/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that were not through Relay.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
713958	9/25/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that were not through Relay.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
738084	9/28/2015		VCO	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	10/8/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 99% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
738058	9/28/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that were not through Relay.	9/28/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
861671	9/28/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that were not through Relay.	9/28/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
981769	9/28/2015		Voice	Dan	Dan	Customer stated when they place a call through Relay, their line does not disconnect when they hang up the receiver. Customer stated they requested that the Supervisor disconnect the line and they waited five minutes to do so.	10/12/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered there were no calls by this CA at this time. Technical did state there was a previous call that shows a Supervisor being requested and call being released from the workstation. Information was forwarded to management, but Supervisor did not receive refresher training as information in regards to the call they were referring to could not be located. Customer was satisfied.	Service Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
785976	9/29/2015	9173	HCO	Jenn	Jenn	Customer stated the CA did not follow policy/procedure as they did not remind the called party to use the term go ahead.	12/20/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; Technical confirmed the CA was on the call with the customer and did follow procedure. Information was forwarded to management, but CA did not receive refresher training. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
802567	9/29/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that were not through Relay.	9/29/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
368117	9/30/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that were not through Relay.	9/30/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
491094	9/30/2015		STS	Dan	Dan	Customer stated the CA heard static on the line during their call and was unable to understand the customer because of it.	11/18/2015	Customer Care apologized and stated information would be forwarded to the technical department. The technical department tested workstation and equipment and everything is working properly. Customer was notified.	Technical Complaints - Miscellaneous
491100	9/30/2015	9063	STS	Dan	Dan	Customer stated the CA placed them on hold and after about 3-5 minutes of dead air, the customer disconnected. Customer also stated that since they had to disconnect, phone numbers the CA had recorded for them were lost.	11/19/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
830854	10/1/2015		STS	Tyna	Tyna	-Customer stated they were unable to reach a CA, suggested we hire more representatives, and that they do not like the restrictions for the number of profile changes they are allowed to make.	10/19/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered STS 100 % within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
521005	10/2/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls.	10/2/2015	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
565011	10/2/2015		STS	Dan	Dan	Customer stated they had attempted a call with several different CAs and none of them were able to understand them. Customer also stated when they ask for another CA, they are told they need to call back.	10/2/2015	Customer Care explained about the procedure for swapping out a CA. Customer Care 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 too. Customer was notified.	Service Complaints - Miscellaneous
766675	10/3/2015		STS	Jenn	Jenn	-Customer stated they were trying to call someone and there was a recording stating that number was not available.	10/3/2015	Customer Care explained that the recording they were receiving was an operator generated recording. Customer Care referred the customer to their telephone service provider. Customer understood.	External Complaints - Miscellaneous
766682	10/3/2015	9025	STS	Jenn	Jenn	-Customer stated when they dial a phone number through STS it says the call is not available in their area, and when the customer dials the number directly without use of STS Relay, the call connects properly.	11/9/2015	Customer Care apologized for this issue and forwarded information to the technical department; which discovered the customer is dialing a toll free number. Information was forwarded to management and CA received refresher training on processing a call from a geographically restricted toll free number. Customer was notified.	Technical Complaints - Miscellaneous
538297	10/5/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	10/5/2015	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
1076270	10/6/2015		Voice	Tyna	Tyna	Customer stated the CAs are not follow policy/procedure.	10/6/2015	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 too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
778045	10/8/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	10/8/2015	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
392931	10/9/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that are not through Relay.	10/9/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
448927	10/9/2015	9146F	STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the CA was having such a hard time understanding them that they had to switch to another CA and that the party they called understood them better than the CA.	10/9/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
818211	10/10/2015		STS	Carey	Carey	* Customer stated that when dialing 7-1-1 or the toll free STS number, they sometimes reach a Spanish CA.	1/13/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department for investigation. Customer Care did place several test calls to the toll free STS telephone number, which were successful. The technical department researched the information and shows the customer connecting only to a STS CA and not a Spanish CA. Customer Care followed up with the customer in an attempt to acquire further call details. There has been no further contact from the customer regarding this.	Technical Complaints - Miscellaneous
4073054	10/11/2015		STS	Carey	Carey	-Customer stated they have experienced a long hold time/delay when connecting to the Relay.	10/12/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 90.9% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
366154	10/13/2015		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls and 7-1-1 is on caller id.	10/13/2015	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
939247	10/14/2015		Voice	Tyna	Tyna	Customer stated when trying to call a hearing impaired party through the Relay the line rings but there is no answer.	10/14/2015	Customer Care attempted to obtain additional information but the customer did not have any other information. Customer Care advised the customer to check with the Relay user to determine if the line is ringing into the home, what type of device they are using and if there may be a problem with their device. Customer was satisfied.	External Complaints - Miscellaneous
248074	10/14/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls that are not through Relay.	10/14/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
803284	10/16/2015		Voice	Ryan	Ryan	Customer stated that the CA had poor typing during the call.	10/17/2015	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 too. Customer was notified. Typing score could not be included as the customer could not identify the CA who processed the call.	Service Complaints - CA Accuracy/Spelling/Verbatim
410051	10/20/2015		Voice	Dan	Dan	Customer stated they are unable to dial 7-1-1 through their cell phone.	10/20/2015	Customer Care referred the customer to their cellular service provider. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
547401	10/25/2015		VCO	Tyna	Tyna	Customer stated they have experienced a long hold time/delay when connecting to Customer Care and the call would disconnect.	12/20/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied.	Technical Complaints - Long Hold Time/Disconnect
988633	10/28/2015	9168	STS	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated the CA refused to help revoice during the call and became argumentative with the customer.	11/18/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had assisted with processing the call. Information was forwarded to management and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
5069394	10/28/2015		STS	Carey	Carey	Relay Supervisor transferred the call to Customer Care and stated that when attempting to connect the caller to the STS line they are reaching the Spanish line.	10/28/2015	Customer Care attempted to gather further call details from the customer; however, the customer stated they did not have time and would make their call again later. Customer disconnected. Customer Care followed up with the customer and discovered the customer had work done on their phone line and everything is working properly. Customer was satisfied.	Technical Complaints - Miscellaneous
964822	10/29/2015		Voice	Tyna	Tyna	Caller wanted to know why when calling their place of work they are connected to Relay.	10/29/2015	Customer Care explained the Relay and the services that are provided. Customer Care referred the customer to their telephone service provider for further information in regards to call routing to their office. Customer understood.	External Complaints - Miscellaneous
476801	10/30/2015		VCO	Tyna	Tyna	Customer is not able to place toll-free or international calls through Relay.	11/16/2015	Customer Care advised would forward information to the technical department; which verified profile and discovered several successful toll free calls by the customer during this time period. Customer Care referred the customer to their telephone service provider.	External Complaints - Miscellaneous
162401	11/1/2015		Voice	Jenn	Jenn	Customer stated they have a meeting set up with the State and members of management for Hamilton Relay. Customer wanted to inform Customer Care of this meeting and what would be discussed.	11/1/2015	Customer Care noted several issues of concerns that this customer would be discussing on this meeting. Customer Care thanked customer for their call. Customer was satisfied.	Service Complaints - Miscellaneous
171543	11/1/2015	9097 Supervisor or	Voice	Jenn	Jenn	Customer stated they asked the CA if they would mind placing a call to a Adult Chat Service and when the CA got a Supervisor, the Supervisor insulted them, called them names, and disconnected the call.	11/16/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which discovered the CA processed a call at this time. Information was forwarded to management, which determined after speaking with those involved, there were no issues of rudeness or inappropriate comments made by the Supervisor. Customer was notified.	Service Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
617328	11/3/2015		IP Relay	Dan	Dan	Customer inquired if the TTY line for the unemployment department was working and stated they are very slow with responding to email.	11/3/2015	Customer Care explained that the Relay would not have any information about another company's dedicated TTY equipment and does not have any control over their responsiveness. Customer understood.	External Complaints - Miscellaneous
452703	11/4/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	11/4/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
577114	11/6/2015		VCO	Dan	Dan	Customer stated they are receiving a recording about an outstanding balance when attempting to place calls through Relay.	11/6/2015	Customer Care referred the customer to their telephone service provider for further assistance with their bill. Customer understood.	External Complaints - Miscellaneous
836753	11/6/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	11/6/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
836857	11/6/2015	9034	STS	Dan	Dan	-Customer stated their STS call was handled improperly. Customer stated the CA said "What" before providing their identification and when the customer asked them about it, they claimed they didn't say anything.	11/19/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
798592	11/9/2015		Voice	Dan	Dan	AT&T Representative requested the physical location for Relay for California. Customer also stated they were looking into a 9-1-1 call that got routed to the wrong PSAP.	11/9/2015	Customer Care advised that their information would be forwarded to management to assist with follow up in regards to this issue. Information was forwarded to management and it was discovered that this call never processed through Hamilton Relay. Customer was satisfied.	External Complaints - Miscellaneous
760007	11/10/2015	9063	STS	Dan	Dan	Customer stated the CA did not ask them to slow down when providing a speed dial listing and call notes; and the CA told the customer they did.	11/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Technical determined caller was giving CA information for the call. CA wanted to confirm information given for the call to make sure had it correct. Customer became upset with the CA when clarification needed and disconnected. Customer was notified.	Service Complaints - Miscellaneous
4040026	11/12/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	11/12/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
859170	11/13/2015		STS	Tyna	Tyna	-Customer wants message given to Customer Care Manager.	11/13/2015	Customer Care advised Customer Care Manager was not available and offered to assist. Customer wanted to know if changes were coming regarding STS and the problem with delay in reaching Relay. Customer Care attempted to clarify the STS access numbers and customer disconnected. Test call were processed to the STS line, which connected properly.	Service Complaints - Miscellaneous
435262	11/15/2015		Voice	Dan	Dan	Customer stated after ending a call with a Relay user, they attempted to press the "End Call" button on their phone and the call would not disconnect. Customer also stated they saw "No Caller ID" on the display screen.	11/15/2015	Customer Care discovered the issue the customer was experiencing in regards to their cell phone device and not Relay. Customer Care apologized and referred the customer to their cellular service provider. Customer disconnected.	External Complaints - Miscellaneous
130130	11/20/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	11/20/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
1045658	11/24/2015	5121	VCO	Dan	Dan	Customer stated the CA did not follow policy/procedure. Customer stated the CA did not properly identify themselves at the start of the call.	12/1/2015	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
247281	11/24/2015		Voice	Dan	Dan	Customer stated they were not able to end the call on their cell phone.	11/24/2015	Customer Care discovered the issue the customer was experiencing was in regards to their cell phone device and not Relay. Customer Care apologized and referred the customer to their cellular service provider. Customer disconnected.	External Complaints - Miscellaneous
797560	11/25/2015		Voice	Dan	Dan	Customer stated the CA did not follow policy/procedure. Customer stated the CA did not ID themselves and did not follow proper procedure for placing a call.	12/1/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which could not locate the call the customer was referring to. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
276589	11/26/2015		Voice	Jenn	Jenn	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/30/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Daily percentage was 96.2% within 10.	Technical Complaints - Long Hold Time/Disconnect
918514	11/30/2015		STS	Dan	Dan	-Customer stated they were having trouble hearing the CAs when dialing in through a toll-free Relay number.	12/9/2015	Customer Care apologized and advised information would be forwarded to the technical department; which discovered the customer was using a toll free number that was not a Hamilton Relay direct number. Hamilton Relay STS line is working properly. Customer notified the customer and suggested they use the Hamilton Relay STS number. Customer was satisfied.	Technical Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
781046	12/1/2015		VCO	Carey	Carey	Customer stated that they are experiencing an issue with their caller id feature.	12/1/2015	Customer Care referred the customer to their telephone service provider for assistance. Customer was satisfied.	External Complaints - Miscellaneous
344173	12/2/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	12/2/2015	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
448684	12/2/2015		Voice	Carey	Carey	Customer stated they when they attempt to make a phone call they are automatically being connected to Relay; however, they are not dialing the Relay access number.	12/2/2015	Customer Care referred the customer to their telephone service provider for assistance. Customer was satisfied.	External Complaints - Miscellaneous
650560	12/2/2015		VCO	Dan	Dan	Customer stated they are reaching an English CA when dialing 866-734-2766 and they used to reach a Spanish CA.	1/18/2016	Customer Care apologized and advised information would be forwarded to the technical department; which discovered an issue with the routing of the state number. The routing issues with the state number have been resolved and the customer is once again reaching a Spanish CA. Customer Care also provided the Hamilton Spanish toll-free number Customer was satisfied.	Technical Complaints - Miscellaneous
671979	12/2/2015		TTY	Tyna	Tyna	Customer was transferred to Customer Care and stated they were not able to reach Customer Care the prior evening.	12/2/2015	Customer Care apologized and advised that Customer Care may have been experiencing a high volume of calls at the time. Customer disconnected before any further information could be obtained. Without call information Customer Care was unable to follow up on this issue.	Service Complaints - Miscellaneous
157897	12/3/2015		STS	Tyna	Tyna	Customer states when dialing the toll-free access number to STS there was static on the line.	12/21/2015	Customer Care apologized and advised that information would be forwarded to technical to check the lines. Customer stated when dialing 7-1-1 there is no static. Customer Care placed several test calls to the toll-free number and there was not static. Information was forwarded to technical; which processed test calls to the toll free number and there was no static. Technical determined it may have been the phone service the customer was using which is Google voice. Customer did not want notification of resolution.	Technical Complaints - Tech Issues STS Problem
268032	12/3/2015		STS	Carey	Carey	Customer stated that one of their speed dial listings in their customer profile does not appear to the CA when they call into Relay.	12/5/2015	Customer Care verified the customer and discovered an issue with the listing in the profile. Customer Care made the proper adjustments to the speed dial listing. Customer stated that they would attempt their call again and will call back into Customer Care to confirm whether or not the profile is appearing properly to the CA. Customer called back into Customer Care and confirmed that the speed dial is appearing properly in the customer profile. Customer was satisfied.	Technical Complaints - Miscellaneous
938012	12/6/2015		Voice	Lonnie	Lonnie	Customer stated they were disconnected three times from their call and that Hamilton provides terrible service.	12/7/2015	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 too. Customer was notified.	Service Complaints - Miscellaneous
9044365	12/6/2015		TTY	Lonnie	Lonnie	Customer stated that they are not being permitted to speak to a Supervisor in Customer Care.	12/7/2015	Customer Care apologized and explained that the information would be forwarded to the Customer Care Manager. Customer understood. Information was forwarded.	Service Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
897442	12/8/2015		STS	Dan	Dan	Customer stated their profile is not showing up to the CA when calling in to STS.	12/8/2015	Customer Care requested additional details in order to forward the request to the technical department. Customer stated they would call back the next time that it happens and provide that information. Customer called back to Customer Care and it was determined the customer was using an alternate telephone number when calling into Relay. Customer Care explained how to access their profile remotely. Customer was satisfied.	Technical Complaints - Miscellaneous
937956	12/10/2015		Voice	Ben	Ben	Customer stated they have been receiving suspicious telephone calls through the relay and that they believe it to be the relay that was prank calling them.	12/10/2015	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
377555	12/14/2015		STS	Dan	Dan	-Customer stated their STS call was handled improperly. Customer stated the Supervisor did not help them. Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	1/18/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
937172	12/15/2015		Voice	Carey	Carey		12/15/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
734244	12/17/2015		STS	Dan	Dan	Customer stated when on the phone with a friend, a third party was somehow connected to the call. Customer inquired what could be done about the issue.	12/17/2015	Customer Care determined the customer was not communicating with their party through Relay at the time the call occurred. Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous
246516	12/18/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through the Relay.	12/18/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
420811	12/24/2015		Voice	Erica	Erica	Customer is trying to dial someone who does not use Relay but every time they dial the person's number they are connected with Relay. Customer has tried several times but keeps happening every time a call is placed to the number.	12/24/2015	Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
195904	12/28/2015		STS	Tyna	Tyna	A STS user stated when dialing in from originating number they were reaching a Spanish STS.	12/28/2015	Customer Care apologized and obtained originating number from the STS user. Customer Care called the number and spoke with the Asst. Executive Director to obtain permission to set a profile for the user. Customer Care explained how to correct the originating telephone number to reach STS English. Customer Care verified the customer and forwarded information to the technical department. Profile was updated and customer was satisfied.	Technical Complaints - Tech Issues STS Problem

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
768696	12/31/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	12/31/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
550465	1/7/2016	9109	Voice	Mary	Mary	Customer stated CA kept saying voice party was breaking up.	1/28/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Technical stated there were no abnormalities with the call. Information was forwarded to management and management confirmed that the CA followed proper procedure. Customer was notified.	Service Complaints - Miscellaneous
7018285	1/9/2016		STS	Erica	Erica	Customer upset because there were no female CAs available when they called in.	1/9/2016	Customer Care apologized and explained calls are received by the next available CAs and every attempt is made to provide a female CA as indicated in their customer profile. Customer disconnected before any additional information could be obtained or provided.	Service Complaints - Miscellaneous
244946	1/10/2016	9251	STS	Chuck	Erica	Customer stated the CA hung up on them, CA said "Thank you and goodbye" and did not process a call.	2/4/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered that the customer did not process a call through Relay on the day they provided the call information. Customer was notified.	Service Complaints - CA Hung Up on Caller
295241	1/10/2016	4038	VCO	Erica	Erica	Customer stated that the CA was using abbreviations, and taking "shortcuts", causing the message to be relayed inaccurately.	2/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - CA Accuracy/Spelling/Verbalism
786471	1/12/2016		TTY	Dan	Dan	Customer stated they are having issues reaching a toll free number and are either being told that the line is busy or that there is a noise on their end of the line that is preventing the call.	1/12/2016	Customer Care apologized and attempted to obtain more information; however, customer was unable to provide call details. Customer Care suggested the customer call back in with the CA on the line the next time they are told the issue is on their end. Customer understood.	External Complaints - Miscellaneous
974932	1/12/2016		TTY	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/12/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 89.4% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
90089545	1/14/2016		Voice	Tyna	Tyna	Customer stated while on a telephone call, not through Relay, they were interrupted by a CA.	1/14/2016	Customer Care apologized and explained Relay. Caller stated they did not use Relay to place their call. Customer Care referred them to their telephone service providers for further. Customer was satisfied.	External Complaints - Miscellaneous
663456	1/15/2016		Voice	Tyna	Tyna	Caller stated they received an incoming call and when they answered the call it was redirected to Relay.	1/15/2016	Customer Care apologized and explained the Relay and how calls are placed. Customer Care referred the customer to their telephone service provider to report the issue. Customer was satisfied.	External Complaints - Miscellaneous
814645	1/15/2016		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	1/15/2016	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

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
214602	1/18/2016		VCO	Dan	Dan	Customer stated they have been unable to get through when trying to place an international call.	1/18/2016	Customer Care verified the information in their profile to be correct. Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous
686472	1/20/2016		Voice	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/20/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 89.4% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
380795	1/21/2016	9063M	STS	Dan	Dan	-Customer stated the CA was too loud at the beginning of their call.	1/21/2016	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. Customer was notified.	Service Complaints - Miscellaneous
290052	1/23/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the Relay.	1/23/2016	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
405725	1/25/2016	5348F	TTY	Dan	Dan	Customer stated the CA hung up on them.	2/8/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the CA did not disconnect the phone call with the customer. Information was forwarded to management but the CA did not receive refresher training. Customer was satisfied.	Service Complaints - CA Hung Up on Caller
902840	1/26/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	1/26/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
510205	1/27/2016		HCO	Carey	Carey	Customer stated that when calling 7-1-1 to reach Relay, they are receiving a fast busy signal.	1/28/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and has resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
509596	1/27/2016		Voice	Tyna	Tyna	Customer stated when dialing 7-1-1 to reach Relay they are receiving a busy signal.	1/27/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and has resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
396161	1/28/2016		HCO	Jenn	Jenn	Customer requested to have their calls billed to a long distance company that is not currently a participating carrier with the California Relay Service.		Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer, which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information. As of May 31, 2016 there has been no further contact from the provider.	Technical Complaints - Carrier Choice not Available
9082944	1/29/2016		VCO	Jenn	Jenn	Customer stated they are unable to place an international call through the Relay Service.	2/8/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the international calls are being dialed and it appears that a recording is being reached. Customer was notified and directed to their service provider.	Technical Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
614881	1/31/2016		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	1/31/2016	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
800018889	2/1/2016		Voice	Janelle	Janelle	Customer stated they were having issues with the way their Relay call was processed.	2/1/2016	Customer Care apologized and attempted to obtain call detail information to forward to management. Customer disconnected before information was obtained.	Service Complaints - Miscellaneous
155811	2/1/2016		Voice	Erica	Erica	Customer stated family member did not receive any messages left over several days. Requested member of upper management.	2/1/2016	Customer Care obtained customer's information to be forwarded to member of management. Information was sent to technical who confirmed the calls were processed correctly. Customer Care Manager contacted the customer and notified them of the findings.	Service Complaints - Miscellaneous
131782	2/4/2016	1213	Voice	Mary	Mary	Customer stated the CA did not keep the TTY user informed while processing the call.	2/16/2016	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 that the CA did follow proper procedure.	Service Complaints - CA Did not Keep User Informed
558092	2/8/2016		VCO	Erica	Erica	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/8/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95.4% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
582686	2/8/2016		Voice	Janelle	Janelle	Customer stated they were frustrated with Relay service.	2/8/2016	Customer Care apologized and stated information would be forwarded to management. Customer was upset that the OPR was using "1" and "A" to clear garble. Customer disconnected.	Service Complaints - Miscellaneous
6010953	2/10/2016	1364F	VCO	Dan	Dan	Customer reported that the CA typed something they later denied typing.	2/16/2016	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 too. Customer was satisfied.	Service Complaints - Miscellaneous
634195	2/11/2016		Voice	Erica	Erica	Customer stated they have been unable to place a call through the Relay.	2/11/2016	Customer Care obtained additional information, and determined the customer was using a pay phone and informed the customer calls made through Relay would require a bill to for calls. Customer understood.	Technical Complaints - Long Distance/Billing Issues
137672	2/12/2016		VCO	Dan	Dan	Customer stated someone called them, but did not appear to be able to hear them.	2/12/2016	Customer Care advised that Relay would not have a way to determine who called. Customer understood.	External Complaints - Miscellaneous
306255	2/12/2016		TTY	Dan	Dan	Customer stated they were being told a number they dial frequently was not valid.	2/19/2016	Customer was not able to provide call information. Customer Care suggested the customer try their call again. Customer was satisfied.	Technical Complaints - Miscellaneous
240929	2/18/2016		TTY	Erica	Erica	Customer stated they were disconnected three times from Relay.	2/18/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was disconnected before call information could be acquired. The Relay answered 97.2% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
176067	2/20/2016		Voice	Erica	Erica	An inmate inquired about the restrictions when making calls through Relay on their facility payphone.	2/20/2016	Customer Care provided methods in which Relay calls may be made with a payphone from an inmate facility. Customer was satisfied.	External Complaints - Miscellaneous
517566	2/23/2016		TTY	Tyna	Tyna	*Customer requested to speak with Customer Care Supervisor regarding the California Language. Customer dislikes Relay policy/procedure where California language has changed to announce the call may be monitored for training purposes.	2/23/2016	Customer Care obtained the customer's information and explained the California Language. Customer Care Manager returned the customer's call but was disconnected twice.	Service Complaints - Miscellaneous
837001	2/23/2016		Voice	Dan	Dan	Customer stated they are hearing TTY tones when connecting to a CA.	2/23/2016	Customer Care checked the customer's profile and confirmed they are set up to connect automatically in voice. Customer Care made adjustments to the profile to attempt to prevent the problem in the future. Customer was advised to call back if they continue to have issues and was satisfied.	Technical Complaints - Miscellaneous
153496	2/24/2016		STS	Carey	Carey	Customer stated they are unable to place a long distance call through Relay.		Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information. As of May 31, 2016 there has been no further contact from the provider.	Technical Complaints - Carrier Choice not Available
717815	2/25/2016		TTY	Janelle	Janelle	Customer stated they were frustrated because their telephone service uses a digital signal, which causes garble on their TTY.	2/25/2016	Customer Care advised customer to contact their telephone service provider. Customer requested to speak with Customer Care manager. Customer Care Manager explained to customer that they needed to contact their phone service. Customer understood.	External Complaints - Miscellaneous
4038459	2/25/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	2/25/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
203995	3/2/2016		STS	Ryan	Erica	-Customer stated that CA could not understand the customer.	3/2/2016	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. Customer was notified.	Service Complaints - Miscellaneous
881014	3/10/2016	9381	STS	Erica	Erica	Customer stated the CA hung up on them.	3/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and that the orig had disconnected. Customer was notified.	Service Complaints - CA Hung Up on Caller
938492	3/12/2016		VCO	Jennifer	Jennifer	Customer stated California Relay is not allowing them to make calls.	3/13/2016	Customer Care attempted multiple calls back to customer to obtain more detailed information but was unsuccessful. There has been no further contact from the customer.	Technical Complaints - Tech Issues 7-1-1 Problem

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
356899	3/15/2016		VCO	Carey	Carey	Customer stated they were experiencing issue with static and interference on their telephone line when calling Relay.	3/15/2016	Customer Care referred the customer to their telephone service provider or their building manager for assistance. Customer understood.	External Complaints - Miscellaneous
545451	3/15/2016		Voice	Dan	Dan	Customer stated they were receiving a recording when trying to reach a TTY user.	3/15/2016	Customer Care advised this recording may be due to an issue with the customer's telephone service and referred them to their provider. Customer understood.	External Complaints - Miscellaneous
591010	3/21/2016	1248	STS	Tyna	Tyna	-Customer stated their STS call was handled improperly, CA was mumbling on the call and issue with the supervisor.	3/21/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
679124	3/21/2016		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	3/21/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	Service Complaints - Suspicious/Harassment Call
420205	3/22/2016	5147	TTY	Jenn	Jenn	Customer stated the CA did not follow policy/procedure by not reading customer's typed response.	3/24/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
446395	3/22/2016	1265	TTY	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	3/24/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
548850	3/22/2016		Voice	Erica	Erica	Representative from a correctional facility stated calls are being disconnected.	3/23/2016	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. Technical department contacted prison representative and determined the issue was with the prisons automated TTY payphone.	Service Complaints - Miscellaneous
122144	3/23/2016	9063	STS	Janelle	Janelle	-Customer stated CA talked too loud.	3/24/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
247625	3/23/2016	9022	STS	Erica	Erica	Customer stated the CA did not voice on the call.	3/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Technical confirmed that CA followed procedure, no refresher training was given. Customer was satisfied.	Service Complaints - Miscellaneous
889187	3/24/2016		Voice	Erica	Erica	Customer stated they were receiving a consistent busy signal when calling a VCO User.	3/24/2016	Customer Care provided refered the caller to their local phone company to investigate the busy signal. Customer was satisfied.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
1009855	3/25/2016		TTY	Jacob	Jacob	Customer feels that a CA broke confidentiality after processing their call over a week ago but customer refused to provide any information regarding complaint.	3/25/2016	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. Customer was satisfied.	Service Complaints - Confidentiality Breach
905560	3/28/2016		STS	Erica	Erica	-Customer unable to get through to the number he was dialing.	3/28/2016	Customer Care apologized and attempted to dial the number without success. Customer Care referred the customer to their local carrier. Customer was satisfied.	External Complaints - Miscellaneous
457131	3/29/2016	5199	TTY	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	3/31/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; technical determined CA did follow policy and procedure. CA did not receive refresher training.	Service Complaints - Didn't Follow Policy/Procedure
615088	3/29/2016		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the relay.	3/29/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	Service Complaints - Suspicious/Harassment Call
780943	3/29/2016	1248	STS	Jennifer D	Erica	Customer stated the CA hung up on them.	3/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and that the orig had disconnected. Customer was notified.	Service Complaints - CA Hung Up on Caller
489022	3/30/2016	1330F, Sup Mandy	TTY	Dan	Dan	Customer voiced several concerns regarding a CA and a Supervisor.	3/31/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and a Supervisor was requested. Information was forwarded to management; which determined the CA had followed proper procedure in regards to this issue. The Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
160406-000000	4/5/2016	9374	STS	Ryan	Erica	Customer stated the CA hung up on them.	4/7/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA and indicated that the orig disconnected the call. Customer was satisfied.	Service Complaints - CA Hung Up on Caller
160406-000061	4/6/2016		Voice	Jenn	Jenn	Customer stated when attempting to place a long distance call with their TTY, they are reaching an AT&T Recording. However, do not get recording when dialing direct.	4/6/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; Technical determined the call is being connected to the called party. Customer stated they would call back at a later time. There has been no further contact from the customer.	Technical Complaints - Miscellaneous
160407-000059	4/6/2016		STS	Jennifer	Jennifer	Customer stated SKYPE was not connecting when the CA tried to dial.	4/7/2016	Customer Care apologized and verified the customer's SKYPE user name was correct and inquired if customer was able to access their SKYPE account without Relay. Customer stated they had not and did not try to connect. Customer Care advised they may have been an issue with SKYPE and to attempt to try to access SKYPE again. Customer stated they would contact back if any issues. There has been no further contact from the customer.	Technical Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160407-000028	4/7/2016	9351	STS	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	4/7/2016	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 - Didn't Follow Policy/Procedure
160411-000048	4/11/2016		TTY	Tyna	Tyna	Customer is upset with reaching 1000 CAs when dialing into the Relay instead of 5000, 4000 and 9000.	4/11/2016	Customer Care apologized and explained calls are handled by the next available CA when reaching Relay. Customer Care forwarded information to management and the technical department. The technical department determined calls are being routed correctly and handled by the next available representative and by multiple CA numbers not just 1000 and cannot be routed to specific CAs at caller's request. Customer was advised.	Service Complaints - Miscellaneous
160412-000121	4/12/2016		TTY	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	4/12/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 99.5% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
160413-000094	4/13/2016		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls not through the Relay.	4/13/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
160414-000025	4/14/2016		TTY	Janelle	Janelle	Verizon representative called on customer's behalf and stated they are being connected to Relay when their voicemail is dialed. Representative requested that Relay "shut off" the service to correct the issue.	4/14/2016	Customer Care explained that this issue would be a routing issue with Verizon itself as we are an inbound call service. Representative stated they would do more research into the issue.	External Complaints - Miscellaneous
160416-000016	4/16/2016		Voice	Dan	Dan	Customer stated when dialing a number from their contact list, they are being connected to Relay.	4/16/2016	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous
160417-000000	4/17/2016	1213	Voice	Dan	Dan	Customer stated the CA did not follow policy/procedure.	4/18/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
160418-000120	4/18/2016		Voice	Dan	Dan	Verizon representative called on customer's behalf and stated they are being connected to Relay when their voicemail is dialed. Representative requested that Relay "shut off" the service to correct the issue.	4/18/2016	Customer Care explained that this issue would be a routing issue with Verizon itself as we are an inbound call service. Representative stated they would do more research into the issue.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160419-000182	4/19/2016	1218	Voice	Erica	Erica	Customer stated the CA voiced the TTY user's type too fast, did not repeat when requested, and hung up on the customer.	4/20/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA and indicated that the orig disconnected the call.	Service Complaints - Miscellaneous
160422-000019	4/22/2016		Voice	Tyna	Tyna	Customer stated the CAs are not following instructions and there is a delay when reaching Relay.	4/22/2016	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 - Miscellaneous
160422-000053	4/22/2016		TTY	Janelle	Janelle	Customer stated they believed that information from previous calls was retained in CA workstations.	4/22/2016	Customer Care explained all calls made through Hamilton Relay are kept confidential. State and Federal telecommunication relay regulations require confidentiality in Relay calls. No records are kept of conversations. Communication Assistants must agree to adhere to confidentiality requirements by signing the code of ethics agreement. Customer was satisfied.	Service Complaints - Miscellaneous
160425-000110	4/25/2016		VCO	Dan	Dan	Customer stated they attempted to place a long distance call and were routed back to the AT&T automated system. Customer inquired if their long distance provider was set up correctly in their profile.	4/25/2016	Customer Care verified the customer and confirmed their long distance provider was set up correctly. Customer Care suggested the customer contact their telephone service provider for assistance if the problem persists. Customer understood.	External Complaints - Miscellaneous
160427-000057	4/27/2016		STS	Janelle	Janelle	-Customer stated they were frustrated with Relay policies and procedures.	4/27/2016	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. Customer was satisfied.	Service Complaints - Miscellaneous
160427-000069	4/27/2016	9296	STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the CA was not able to understand them and provided incorrect information on one of their calls.	4/28/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS Call Handling Problems
160502-000071	5/1/2016		STS	Lenny	Lenny	Customer stated the CA hung up on them	5/1/2016	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. Customer was notified.	Service Complaints - CA Hung Up on Caller

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160502-000088	5/2/2016		STS	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	5/2/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
160502-000101	5/2/2016		TTY	Erica	Erica	Customer called into Capital line and was transferred to TRS Customer Care. Customer wanted to place a call through Relay.	5/2/2016	Customer Care apologized and transferred the customer to Relay.	Technical Complaints - Miscellaneous
160503-000118	5/3/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	5/3/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
160504-000019	5/4/2016		Voice	Tyna	Tyna	Customer stated their STS call was handled improperly, that the CA and Supervisor would not process the call	5/4/2016	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 too. Customer was using VoIP software and had placed the computers mic too close to their speakers causing feedback and making the conversation unintelligible. Customer understood and disconnected.	Service Complaints - STS Call Handling Problems
160504-000037	5/4/2016		Voice	Tyna	Tyna	Representative from Cigna is reaching a recording when attempting to make a call through Relay.	5/4/2016	Customer Care explained how to make a Relay call and how calls are billed. Customer Care advised the recording is an operated generated message and the caller would need to select their long distance carrier to place the call. Representative did not have that information and thought calls were free but would check with their administrator. There has been no further contact from this customer.	External Complaints - Miscellaneous
160505-000041	5/5/2016		TTY	Dan	Dan	Customer stated they have had an issue placing or receiving calls due to local telephone technicians working on their buildings phone lines.	5/5/2016	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood and would call back if issue persists. There has been no further contact from the customer.	External Complaints - Miscellaneous
160506-000065	5/6/2016		Voice	Jenn	Jenn	Customer stated CA did not disconnect their call which made it impossible for them to get an incoming or outgoing call on their home phone.	5/6/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Technical determined there was a problem at the workstation which was promptly resolved. Customer was notified.	Service Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160507-000000	5/7/2016	1134	Voice	Erica	Erica	Customer stated the CA was talking to another CA before the greeting, the CA did not repeat the number to dial back to the customer which resulted in the wrong number being dialed, the CA did not disconnect the call when the customer (orig) indicated that the number dialed was incorrect.	5/10/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
160509-000094	5/9/2016		Voice	Dan	Dan	Customer inquired about how 9-1-1 calls work through Relay. Customer stated 9-1-1 calls are supposed to be blocked from their facility's payphones, but calls to 9-1-1 did occur. Customer was curious if the calls might have been placed through Relay as they showed calls made to 7-1-1.	5/10/2016	Customer Care gathered the customer's information and forwarded it to management. Management contacted the customer to answer the customer's questions. Customer was satisfied.	Technical Complaints - 911 Calls
160510-000123	5/10/2016		TTY	Dan	Dan	Representative from a prison stated their video phone is not working and requested a technician.	5/10/2016	Customer Care apologized and advised that California Relay does not provide Video Relay Service. Customer Care referred the customer to California Telecommunications Access Program and provided the telephone number. Customer was satisfied.	External Complaints - Miscellaneous
160514-000021	5/11/2016	5154	TTY	Erica	Erica	Customer stated the CA did not follow policy/procedure.	5/17/2016	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. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
160511-000094	5/11/2016		Voice	Jenn	Jenn	Customer stated their call was not disconnecting and their cell phone had a no caller id error message.	5/11/2016	Customer Care referred the customer to their wireless provider for further assistance. Customer disconnected.	External Complaints - Miscellaneous
160512-000080	5/12/2016		STS	Dan	Dan	Customer stated they were told AT&T was no longer providing landline service; however, when they called a number they reached an AT&T recording. Customer wanted to know "what the deal is".	5/12/2016	Customer Care advised that Relay would not have any information on AT&T services and referred the customer to AT&T for more information. Customer understood.	External Complaints - Miscellaneous
160513-000046	5/13/2016		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	5/13/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160515-000020	5/15/2016		VCO	Carey	Carey	Customer stated their are multiple issues with Relay and their VCO equipment. Customer stated someone from outreach was at their home on 4/23/16 and the issues have not been resolved.	5/15/2016	Customer Care provided the customer with contact information for the California Relay Service Contract Specialist regarding these issues. Customer was satisfied.	Service Complaints - Miscellaneous
160516-000012	5/16/2016	1115	Voice	Ben	Ben	Customer stated the CA hung up on them and did not process their call correctly.	5/16/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and did not disconnect. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - CA Hung Up on Caller
160516-000074	5/16/2016	9146	STS	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated the CA was not able to hear them.	5/18/2016	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 that the CA followed proper procedure and the customer began making remarks which were determined to be misuse of Relay. Customer Care disconnected.	Service Complaints - STS Call Handling Problems
160516-000117	5/16/2016		Voice	Erica	Erica	Customer stated the VCO user they are calling rings but never picks up.	5/16/2016	Customer Care advised the customer that the call was going through correctly and that the receiving party did not answer. Customer was able to dial other parties with good results. Customer understood.	External Complaints - Miscellaneous
160517-000103	5/17/2016		Voice	Erica	Erica	Customer stated they have been receiving suspicious telephone calls not through the Relay.	5/17/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer was satisfied.	External Complaints - Miscellaneous
160518-000096	5/18/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	5/18/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
160518-000108	5/18/2016	5354 and 5081	VCO	Dan	Dan	Customer stated their line cut off in the middle of a conversation several times today and they were not receiving a response from their party or the CA.	5/19/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CAs had processed the calls and followed proper procedure. The CAs did not receive refresher training in regards to this issue.	Technical Complaints - Miscellaneous
160520-000053	5/20/2016		Voice	Dan	Dan	Caller stated they were an interpreter with a prison facility and advised that calls are being dropped after 15 minutes when deaf inmates are attempting to place Relay calls.	5/20/2016	Customer Care attempted to gather call detail information; however, the caller did not have any information to provide. Customer Care explained the information we would need. Caller stated they would call back with that information and disconnected. There has been no further contact from the customer.	External Complaints - Miscellaneous
160520-000065	5/20/2016		Voice	Janelle	Janelle	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	5/20/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160523-000019	5/21/2016		TTY	Mandy	Carey	Customer spoke to a Supervisor during their call and stated the CA lied while processing the call. No further details were given regarding the CA being inaccurate during the call. Customer refused to be connected with Customer Care to provide any further information; however, they requested that the Supervisor document their complaint.	5/26/2016	Supervisor 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. Customer Care attempted to follow up with the customer to obtain more details; however, there was no answer and no further contact from the customer.	Service Complaints - Miscellaneous
160521-000018	5/21/2016	1430, Sup Yvonne, Sup Mandy	TTY	Erica	Erica	Customer stated the CA and both Supervisors were lying about call content. Supervisors also did not announce their presence to the caller.	5/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to management which verified CA followed proper policy and procedure in regards to this issue.	Service Complaints - Miscellaneous
160523-000130	5/23/2016		Voice	Erica	Erica	Customer stated when dialing the toll-free access number to California Relay STS they are reaching TTY Tones.	5/23/2016	Customer Care apologized and placed test calls to the toll-free access number for California Relay STS and did not reach TTY Tones. Customer was advised and stated they would try their call again. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
160524-000043	5/24/2016		Voice	Janelle	Janelle	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	5/24/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
160525-000100	5/25/2016	9146	STS	Erica	Erica	Customer stated the CA always sounds tired.	5/26/2016	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 - Miscellaneous
160525-000104	5/25/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	5/25/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
160525-000038	5/26/2016		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	5/26/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
160525-000105	5/26/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	5/26/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous

California Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160527-000056	5/27/2016		STS	Jenn	Jenn	Customer stated their call was disconnected when they dialed into the STS toll free line.	5/31/2016	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. Customer understood and disconnected.	Technical Complaints - Miscellaneous
160529-000008	5/29/2016		VCO	Dan	Dan	Customer stated the CA did not provide their CA number during the call.	5/31/2016	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. Customer was notified.	Service Complaints - Didn't Give CA Number
160529-000014	5/29/2016		VCO	Dan	Dan	Customer stated the CA was unable to enter * * or * # * for the customer when they were attempting to access the voicemail on their cell phone.	5/29/2016	Customer Care was able to determine that the CA was able to enter the correct key, however the customer's voicemail system did not seem to accept the key being pressed. Customer Care suggested the customer contact their telephone service provider for further assistance. Customer understood.	Technical Complaints - Miscellaneous
160531-000089	5/31/2016		TTY	Jenn	Jenn	Customer stated the CA did not follow policy/procedure.	5/31/2016	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 and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
160531-000126	5/31/2016		STS	Tyna	Tyna	-Customer wanted his feelings regarding the Relay sent to the head of Relay.	5/31/2016	Customer Care obtained the customer's statement and advised would forward to management. Customer's statement was forwarded to management who acknowledged it receipt. Customer was satisfied.	Service Complaints - Miscellaneous