

## Pennsylvania Relay 2020-2021 FCC TRS Complaint Report

### June 2020 - May 2021

Inquiry ID	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
200710-000007	07/10/2020 10:14 AM	Technical Complaints	Connection Issues		Voice	Erica	Erica	Representative calling on behalf of the customer stated the customer is unable to connect to Relay in VCO.	07/10/2020 10:28 AM	Customer Care provided troubleshooting steps and made some adjustments to the profile that may be the source of the issue. Representative stated they would call back if the issue continued.
200810-000041	08/10/2020 12:35 PM	Operations Complaints	Miscellaneous		Email	Christa	Erica	Customer provided several complaints regarding Pennsylvania Relay and Hamilton Relay services.	08/24/2020 10:54 AM	Customer Care apologized and requested additional information, which was unsuccessful. There has been no further contact from the customer regarding this issue.
200831-000028	08/31/2020 10:48 AM	Operations Complaints	Miscellaneous	9235	Voice	Jenn	Jenn	Customer stated their Relay call was mishandled by the CA and multiple Supervisors.	09/01/2020 09:57 AM	Customer Care apologized and acquired call detail information. After verifying that the CA and Supervisor had processed the call, the information was forwarded to management and the CA and Supervisor and received refresher training. Customer was satisfied.
200916-000054	09/16/2020 03:39 PM	Operations Complaints	Suspicious / Harassment Call		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	09/16/2020 03:48 PM	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.
201014-000050	10/14/2020 03:59 PM	Technical Complaints	Connection Issues		Voice	Jacob	Jacob	Customer stated they experienced technical issues with their phone line.	10/14/2020 04:10 PM	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay. Customer Care referred the Relay user contact their telephone service provider. Customer was satisfied.
210113-000022	01/13/2021 12:17 PM	Operations Complaints	Miscellaneous		Email	Christa	Erica	Customer made strong general complaints regarding the Pennsylvania Relay Service.	01/19/2021 09:45 AM	Customer Care apologized and forwarded customer's complaint to operations management, whom acknowledged its receipt for possible use in refresher training. Customer Care attempted to reach the customer multiple times for follow-up which was unsuccessful. There has been no further contact from the customer.

The incidents below reflect activity that Pennsylvania Relay is aware of that is outside of its scope of service.

201016-000021	10/16/2020 11:56 AM	External Complaints			Voice	Tyna	Mary	Customer stated when attempting to place a TTY call to Relay, the line is busy.	11/04/2020 12:43 PM	Customer Care apologized and requested call detail information. Technical determined that the user was using a translation number intended for telephone companies rather than the toll-free access number for Relay. Customer Care provided the toll-free number to reach Relay. Customer understood.
201023-000001	10/23/2020 08:42 AM	External Complaints			Voice	Tyna	Tyna	Customer wants to know who's texting/calling them from Relay.	10/23/2020 08:55 AM	Customer Care explained Hamilton Company Policy and the FCC rules prohibit us from disclosing or discussing any persons usage of the service and suggested that the customer contact their local telephone company. Customer understood.
201122-000014	11/22/2020 06:00 PM	External Complaints			VCO	Jenn	Jenn	Customer stated that a business is having trouble with their telephone system and are unable to reach the Pennsylvania Relay Service.	11/22/2020 06:00 PM	Customer Care explained that we are unable to identify issues with the business' telephone system. Customer stated they would follow up with the business and have them contact Customer Care directly. Customer was satisfied.
201223-000003	12/23/2020 10:39 AM	External Complaints			Voice	Mary	Mary	A non-Relay customer stated they received a suspicious text that referred them to Pennsylvania Relay from a number claiming to be associated with their insurance company.	12/23/2020 10:49 AM	Customer Care provided information on Pennsylvania Relay services and referred the customer to their insurance provider for further assistance. Customer was satisfied.
210119-000002	01/19/2021 08:31 AM	External Complaints			Voice	Tyna	Tyna	A non-Relay user stated problems with their phone service and information on if someone was using RTT service on their phone.	01/19/2021 08:42 AM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
210129-000008	01/29/2021 11:02 AM	External Complaints			Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through Relay.	01/29/2021 11:05 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.

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210325-000051	03/25/2021 05:17 PM	External Complaints			Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through Relay.	03/25/2021 05:20 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.
210413-000013	04/13/2021 11:47 AM	External Complaints			Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through Relay.	04/13/2021 11:53 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.