

Wyoming Relay  
June 2017 – May 2018  
Complaint Log Summary

**June 2017-May 2018**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6477871449	10/16/2017	#48	Customer can't connect 711. Apologized for problem. Entered Trouble Ticket and referred to local phone company. Customer does request contact.	10/16/2017	Reassigned to Program Manager. Issue ended up being between the Local Exchange Carrier (LEC) and Customer's phone. A Flex ANI feature to allow 4-1-1 for the visually impaired was put on the customer's phone and it was blocking the outbound dialing to relay service. The LEC removed the flex ANI. Program manager worked with state administrator through the process. State administrator is happy with the resolution and Customer can now dial 711.
K6478144793	11/09/2017	#56	Customer expressed concern about lost branding, incorrect voice greeting, inaccessibility to a supervisor and an unrequested transfer of her call to a 2 <sup>nd</sup> Customer Service representative. Advised Customer that the issue would be researched and a Supervisor would contact her back. Follow up requested.	11/09/2017	Conference call was completed with Customer, Customer Service Supervisor and Program Manager to review situation, explained branding, and roll sequence. Customer satisfied following discussions and successful test calls completed by supervisor, Customer, and Program Manager.

Total Customer Complaints for the 12-month period: 2