

**Wyoming Relay
June 2017 – May 2018
Total Complaints by Category**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS													
#00 CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#01 CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03 Didn't Follow Customer Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05 CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#06 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#07 CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#08 Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0
#09 Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12 Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15 Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0
#18 Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0

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#21 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0
#22 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 CA Gave Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0
#25 CA Did Not Follow Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
#26 Improper Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0
#27 Improper Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Improper Handling of Three Way Calling	0	0	0	0	0	0	0	0	0	0	0	0	0
#29 Improper Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	0
#30 CA Hung Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 Miscellaneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS													
#32 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#36 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#37 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#38 Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
#39 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#40 Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0
#41 Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0
#42 VCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
#43 HCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
#44 STS Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
#45 Caller ID Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0	0
#46 Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0

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#47 Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0
#48 711 Problems	0	0	0	0	1	0	0	0	0	0	0	0	1
#49 Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC COMPLAINTS													
#50 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#51 Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#52 No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0
#53 LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0
#54 911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#55 CapTel Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
#56 External Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
#57 Other	0	0	0	0	0	1	0	0	0	0	0	0	1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	0	0	0	0	1	1	0	0	0	0	0	0	2