

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170603-000003	6/3/2017	1248	STS	Kacie	Kacie	Customer stated their STS call was handled improperly because the CA never identified the call as STS.	6/8/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process 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
170605-000053	6/5/2017		Voice	Jenn	Jenn	Customer made strong general complaints regarding the California Relay Service and stated that the Relay CAs are treated badly.	6/5/2017	Customer Care apologized and forwarded customer's complaint to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
170606-000060	6/6/2017	1317	VCO	Dan	Dan	Customer stated the CA did not follow policy/procedure.	6/26/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170607-000038	6/7/2017		Email	Mary	Mary	Customer stated they are hearing loud blasts while using VCO.	6/30/2017	Customer Care apologized and stated information would be forwarded to technical. Information was forwarded to technical; but without call details no information could be located in regard to the call the customer was referring to. Customer was satisfied.	Technical Complaints	Tech Issues VCO/2LVCO Problem
170608-000068	6/8/2017		TTY	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	6/8/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
170609-000053	6/9/2017		VCO	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	6/9/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
170611-000003	6/11/2017		Voice	Erica	Erica	Customer provided a general complaint against the Relay Supervisors.	6/11/2017	Customer Care apologized and offered to submit the customer's information to management, which customer declined.	Service Complaints	Miscellaneous

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

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170612-000041	6/12/2017	9063	STS	Mary	Mary	^Customer stated their STS call was handled improperly because the CA does not understand them, is too loud, and is generally unpleasant during call processing.	6/19/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
170612-000059	6/12/2017		TTY	Dan	Dan	Customer stated when requesting the CA call Directory Assistance, they were advised the call was not allowed.	6/12/2017	Customer Care advised the customer to try the call again and then contact their telephone service provider for assistance if the issue persists. Customer understood.	External Complaints	Miscellaneous
170612-000079	6/12/2017		VCO	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	6/12/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
170616-000043	6/16/2017		STS	Kacie	Kacie	Customer stated the CA hung up on them.	6/16/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	CA Hung Up on Caller
170617-000009	6/17/2017		STS	Sam	Sam	Customer stated the CA was rude and complained of static on the customer's phone line.	6/17/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regard to the call the customer was referring to. Customer was advised.	Service Complaints	Miscellaneous
170617-000012	6/17/2017	9257	STS	Ryan	Ryan	Customer stated their STS call was handled improperly. The CA told customer to write a number down for which they cannot due to their disability and when reported to Customer Care Supervisor, they were rude.	6/22/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA and Supervisor did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

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170621-000059	6/21/2017		Voice	Erica	Erica	Customer stated they have been receiving suspicious telephone calls through the relay.	6/21/2017	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
170622-000065	6/22/2017		Voice	Dan	Dan	Customer's friend stated that when calling the customer with or without Relay, the line is ringing busy.	6/22/2017	Customer Care apologized and referred the caller to the telephone service provider for further assistance with the telephone line. Caller understood and was satisfied.	External Complaints	Miscellaneous
170623-000074	6/23/2017		Voice	Dan	Dan	Customer stated a TTY user's phone is not working and when calling their number is receiving a recording "call could not be completed".	6/23/2017	Customer Care apologized, explained the recording is operator generated and referred the caller to the telephone service provider for further assistance regarding the telephone line. Caller understood and was satisfied.	External Complaints	Miscellaneous
170624-000001	6/24/2017	9251	STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the CA refused to increase the volume to help the customer hear a recording and the Supervisor was rude to them.	6/26/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170626-000022	6/26/2017		STS	Kacie	Kacie	Customer stated their STS call was handled improperly. Customer stated the CAs continued to interrupt, and the Supervisor was rude to them.	6/28/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

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170630-000062	6/30/2017	9410	STS	Erica	Erica	Customer stated the CA did not follow policy/procedure.	7/5/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
170702-000046	7/2/2017	5034	VCO	Mary	Mary	Customer stated the CA did not follow policy/procedure by not placing an international call correctly.	7/19/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
170704-000014	7/4/2017	1248	STS	Jenn	Jenn	Customer stated their STS call was handled improperly due to the CA not wanting to try to understand them and immediately getting a supervisor on the line.	7/5/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170705-000066	7/5/2017		VCO	Jenn	Jenn	A California inmate stated they are unable to place a collect call through the Relay Service and when they attempt to there is a recording that states "all circuits are busy at this time".	7/5/2017	Customer Care attempted to gather information; customer declined. Customer Care recommended the customer attempt to place their call again through the Relay and ask for a Supervisor if there are any further issues. Customer Care also advised the customer to contact their facility's telephone administrator. Customer understood.	External Complaints	Miscellaneous
170707-000023	7/7/2017		Voice	Kacie	Kacie	Customer stated they are hearing loud blasts while calling someone who uses VCO.	7/17/2017	Customer Care apologized and provided some troubleshooting steps; but was unable to resolve the issue. Information was sent to the technical department; which found no fault with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	Technical Complaints	Tech Issues VCO/2LVCO Problem

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

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170708-000004	7/8/2017		STS	Tyna	Tyna	Customer stated their STS call was handled improperly the CAs don't understand them. Customer refused to provide call details.	7/8/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	STS Call Handling Problems
170710-000084	7/10/2017		VCO	Erica	Erica	Customer stated they were receiving a lot of garble during the call.	7/10/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
170711-000048	7/11/2017		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the relay.	7/11/2017	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
170711-000083	7/11/2017		VCO	Kacie	Kacie	Customer stated they are unable to place collect calls through Relay.	7/13/2017	Customer Care discovered the long distance provider is no longer allowing collect calls with Relay. Customer Care explained we are aware of an issue with Sprint operator services and the customer will need to choose a different carrier to process collect calls. Customer Care directed the customer to contact Sprint Long Distance with any further questions.	Technical Complaints	Carrier Choice Not Available
170712-000076	7/12/2017	9063	STS	Erica	Erica	^Customer stated the CA is impatient and does not understand the customer.	7/13/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170717-000094	7/17/2017		Voice	Erica	Erica	Customer stated when they press the voicemail button on their phone, it automatically connects to Relay.	7/17/2017	Customer Care apologized and referred the customer to their telephone manufacturer for further assistance. Customer understood.	External Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170724-000093	7/24/2017		TTY	Erica	Erica	Customer stated the CA did not provide their CA number during the call.	7/24/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was satisfied.	Service Complaints	Didn't Give CA Number
170731-000056	7/31/2017		Voice	Jenn	Jenn	A CTAP Representative stated that a California Relay customer is unable to access their answering machine when using the California Relay Service and are able to do so when placing TTY to TTY calls.	8/24/2017	Customer care attempted to reach the customer several times; which were unsuccessful. There has been no further contact from this customer.	Technical Complaints	Miscellaneous
170802-000029	8/2/2017		Voice	Tyna	Tyna	Customer stated they experienced a loud blasts when speaking with VCO issuer in another state.	8/2/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and there were no technical issues. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Technical Complaints	Tech Issues VCO/2LVCO Problem
170803-000056	8/3/2017		Voice	Dan	Dan	Customer stated they received TTY tones when dialing 7-1-1.	8/8/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Technical Complaints	Miscellaneous
170814-000055	8/14/2017		TTY	Jenn	Jenn	Customer stated they were receiving a lot of garble during the call.	8/14/2017	Customer Care provided several tips for clearing garble during a call. Customer disconnected.	Technical Complaints	Garbling
170816-000010	8/16/2017		STS	Jenn	Jenn	Customer stated they reached busy signal when dialing a specific phone number.	8/16/2017	Customer Care apologized and referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

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170820-000002	8/19/2017		Voice	Brandon	Mary	Customer stated they heard loud blasts through the phone while conversing with a VCO user through the Relay.	9/1/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer Care suggested the customer have the Relay user contact their telephone service provider. Customer was satisfied.	Technical Complaints	Tech Issues VCO/2LVCO Problem
170822-000069	8/22/2017		STS	Erica	Erica	^Customer stated the CA dialed the incorrect number.	8/23/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was satisfied.	Service Complaints	CA Misdialed Number
170825-000042	8/25/2017		Voice	Jenn	Jenn	Customer stated they reached busy signal when dialing a specific phone number.	8/25/2017	Customer Care apologized and referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
170825-000057	8/25/2017		TTY	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the relay.	8/25/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
170828-000039	8/28/2017		TTY	Jenn	Jenn	Customer made a general complaint about the California Relay Service.	8/28/2017	Customer Care thanked the customer for their suggestion and stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
170830-000074	8/30/2017		TTY	Dan	Dan	Customer stated the business they were calling hung up on the CA.	8/30/2017	Customer Care apologized and suggested the customer file a complaint against the business. Customer understood.	External Complaints	Miscellaneous
170906-000070	9/6/2017	9108	STS	Mary	Mary	Customer stated their STS call was handled improperly. The CA could not understand them but the called party could and the CA did not read the customer's profiled greeting.	9/20/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

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170907-000045	9/7/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	9/7/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
170908-000037	9/8/2017		STS	Dan	Dan	Customer stated the CA did not follow policy/procedure.	9/8/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
171219-000051	9/9/2017		Email	Mitch	Mitch	Customer stated their STS call was handled improperly due to inefficient call processing.	9/29/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA's did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
170913-000032	9/13/2017		VCO	Sam	Mary	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	9/18/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.1% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
170915-000031	9/15/2017		STS	Jenn	Jenn	Customer stated a Supervisor hung up on them.	9/18/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor disconnected the call. Information was forwarded to management and the Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	CA Hung Up on Caller
170923-000014	9/23/2017		VCO	Celeste	Mary	Customer stated they are receiving no answer whenever they dial into Relay.	10/2/2017	Customer Care apologized and stated information would be forwarded to the technical department; which verified there were no issues with the Relay. Customer was notified. Relay answered 98.8% within 10 for the day.	Technical Complaints	Busy Signal/Blockage
171003-000025	10/3/2017		VCO	Jenn	Jenn	A California inmate stated that they are experiencing problems with their telephone line, making calls, and garbling.	10/3/2017	Customer Care apologized, provided basic tips for clearing garble and referred the customer to their facilities telephone administrator. Customer was satisfied.	External Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

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171003-000077	10/3/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls through the relay.	10/3/2017	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
171005-000001	10/5/2017		Voice	Mollie	Mollie	Customer stated the CA called them an inappropriate name.	10/5/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
171005-000013	10/5/2017		TTY	Tyna	Tyna	Customer made general complaints regarding Relay and supervisors.	10/5/2017	Customer Care apologized and stated that their complaint would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
171010-000045	10/10/2017		STS	Tyna	Tyna	^Customer stated the Spanish line for California Relay does not work.	10/10/2017	Customer Care suggested removing the profiled number from routing to the English ANI Queue; which customer refused. Customer was satisfied.	Service Complaints	Miscellaneous
171010-000049	10/10/2017		STS	Jenn	Jenn	^Customer stated when making an outbound call with a CA on the line they are unable to reach the Spanish STS line.	10/23/2017	Customer Care suggested removing the profiled number from routing to the English ANI Queue; which customer refused. Customer was satisfied.	Technical Complaints	Miscellaneous
171011-000061	10/11/2017		Voice	Mary	Mary	Customer made a general complaint that CAs do not provide their proper greeting to HCO customers.	10/18/2017	Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

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171011-000099	10/11/2017		Voice	Dan	Dan	Customer stated they have been experiencing disconnects when placing calls through Relay.	10/11/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Technical Complaints	Miscellaneous
171013-000034	10/13/2017		STS	Tyna	Tyna	^Customer stated when wanting to make a message the CAs do not understand.	10/13/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Miscellaneous
171017-000035	10/17/2017		STS	Mary	Mary	^Customer made a general complaint stating the Spanish CAs do not follow their instructions.	10/18/2017	Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management and operations; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
171017-000100	10/17/2017		STS	Mary	Mary	Customer stated their STS calls are handled improperly because the CAs do not follow their profiled instructions.	10/18/2017	Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management and operations; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	STS Call Handling Problems
171018-000100	10/18/2017		Voice	Mary	Mary	Customer stated they are unable to dial a specific toll-free access number through the Relay.	10/18/2017	Customer Care apologized, acquired the call detail information, and forwarded it to the technical department; which determined the calls were successfully processed to that specific number. Customer was notified and was referred to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
171024-000001	10/24/2017		TTY	Dan	Dan	Inmate stated their calls were not being allowed when calling through Relay.	10/24/2017	Customer Care apologized and referred the customer to their facility's telephone administrator. Customer understood.	External Complaints	Miscellaneous
171025-000076	10/25/2017		Voice	Jenn	Jenn	Customer stated they were unable to reach a TTY line for a business.	10/25/2017	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

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171025-000124	10/25/2017		TTY	Mary	Mary	Customer made a general complaint stating the Relay is inefficient and is always garbling.	10/30/2017	Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
171025-000125	10/25/2017	5036	TTY	Mary	Mary	Customer stated the CA was replaced improperly during the middle of the call.	10/30/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Replaced Improperly
171031-000090	10/31/2017		STS	Jenn	Jenn	^Customer stated they were upset that only one CA was available.	10/31/2017	Customer Care apologized and attempted to obtain more information. Customer disconnected.	Service Complaints	Miscellaneous
171101-000016	11/1/2017	5378	VCO	Jenn	Jenn	Customer stated the CA/Supervisor were not processing their international call properly.	11/1/2017	Customer Care explained the policy/procedure and thanked the customer for their suggestion. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
171101-000127	11/1/2017		TTY	Mary	Mary	Customer stated people they call through the Relay will not accept their calls because their number is private.	11/1/2017	Customer Care apologized and referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
171102-000006	11/2/2017	1222	TTY	Jenn	Jenn	Customer stated the CA would not pay attention on their call and then did not respond to them.	11/2/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
171103-000158	11/3/2017		VCO	Dan	Dan	Inmate stated they are having issues receiving type on their device.	11/3/2017	Customer Care apologized and referred the customer to their facility's telephone administrator. Customer understood.	External Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

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171106-000074	11/4/2017		Voice	Celeste	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	11/6/2017	Customer Care suggested that the customer contact their telephone service provider or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171107-000165	11/7/2017		Voice	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	11/7/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
171108-000091	11/8/2017		Voice	Mary	Mary	Customer stated the Supervisor did not follow policy/procedure.	11/17/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details, no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
171108-000086	11/8/2017	4070	Voice	Mary	Mary	Customer stated the CA did not follow policy/procedure.	11/17/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process 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
171109-000071	11/9/2017		Voice	Jennifer	Tyna	Customer stated the CA did not turn down their microphone and hung up on them when transferring to Customer Care.	11/27/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
171110-000015	11/10/2017	1186	Voice	Celeste	Celeste	Customer stated the CA did not follow policy/procedure.	11/29/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process 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
171113-000155	11/13/2017		VCO	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	11/13/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171123-000059	11/23/2017		Voice	Mary	Mary	Customer made several suggestions to be forwarded to management.	11/27/2017	Customer Care explained the policy/procedure and thanked the customer for their suggestion which would be forwarded to management. Information was forwarded to management; whom acknowledged receipt and confirmed that this policy was established by the state and cannot be changed. Customer was satisfied.	Service Complaints	Miscellaneous
171123-000052	11/23/2017		Voice	Mary	Mary	Customer stated the CA could not hear them during the call.	11/29/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined the call was processed successfully. The customer was notified and was referred to their telephone service provider. Customer understood.	Technical Complaints	Miscellaneous
171123-000054	11/23/2017		Voice	Tyna	Tyna	Customer stated people are using STS Relay that do not need it and wants to report the phone numbers.	11/23/2017	Customer Care attempted to obtain detailed information; which was unsuccessful. Customer Care referred the customer to the FCC, offered the toll-free access number and to transfer their call; which customer refused. Customer Care also suggested customer contact California Public Utilities Commission and provided the telephone number. Customer was satisfied.	External Complaints	Miscellaneous
171124-000048	11/24/2017		STS	Tyna	Tyna	Customer stating CAs are mocking them and not following the profile.	11/27/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
171128-000111	11/28/2017		VCO	Dan	Dan	Customer stated they have been unable to place an International call through the relay.	11/28/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which determined international calling is working properly but without call details no information could be located in regards to the call the customer was referring to.	Technical Complaints	Long Distance/Billing Issues

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171129-000121	11/29/2017	1346	VCO	Erica	Erica	Customer stated the CA hung up on them.	11/30/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	CA Hung Up on Caller
171201-000076	12/1/2017		STS	Jenn	Jenn	^Customer stated an expired voicemail message was left in the Relay System for an extended amount of time.	12/22/2017	Customer Care acquired call detail information which was forwarded to technical and management. The technical department and management completed multiple test which determined the system was working properly and was unable to locate the issue. Customer was satisfied.	Technical Complaints	Miscellaneous
171219-000073	12/1/2017	9019	Email	Mitch	Mitch	Customer stated the CA was rude and not following proper call procedure.	12/13/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regards to being rude and not following proper call procedures. Customer was satisfied.	Service Complaints	CA Rude
171202-000000	12/2/2017		Voice	Erica	Erica	Customer made several suggestions to be forwarded to management.	12/2/2017	Customer Care thanked the customer for their suggestions and stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
171204-000090	12/4/2017		VCO	Jenn	Jenn	Inmate stated they are having issues receiving type on their device.	12/4/2017	Customer Care provided basic tips; which did not resolve the issue. Customer Care referred the customer to their facility's telephone administrator. Customer was satisfied.	External Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171205-000064	12/5/2017	1265	STS	Jenn	Jenn	Customer stated the Supervisor did not follow policy/procedure.	12/29/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the supervisor had processed the call. Information was forwarded to management; which determined the supervisor followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
171206-000100	12/6/2017		Voice	Dan	Dan	Customer stated when they are calling a Relay user, the line disconnects without response shortly after it connects.	12/6/2017	Customer Care apologized and suggested the customer contact the Relay user's telephone service provider or California Telecommunications Access Program for assistance. Customer understood.	External Complaints	Miscellaneous
171207-000021	12/7/2017	9025	STS	Jenn	Jenn	Customer stated that the CA was not revoicing for them correctly.	12/22/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	CA Accuracy/Spelling/Verbatim
171208-000074	12/8/2017		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	12/8/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171213-000049	12/13/2017	9179	STS	Mary	Mary	Customer stated the CA did not follow policy/procedure.	12/19/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	Didn't Follow Policy/Procedure
171218-000002	12/18/2017		STS	Tyna	Tyna	Customer stated their STS call was handled improperly the CAs were not understanding them.	12/18/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171221-000083	12/21/2017		STS	Jennifer	Erica	Customer stated their STS call was handled improperly. Customer refused to provide call details.	12/21/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints	Miscellaneous
171221-000095	12/21/2017	1330	STS	Erica	Erica	Customer stated their STS call was handled improperly because the CA requested a Supervisor against the customer's wishes.	12/22/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
171223-000001	12/23/2017		STS	John	Mary	Customer stated a Customer Care Representative removed information from their profile.	1/3/2018	Customer Care apologized, verified the customer, and advised information would be forwarded to management. Information was forwarded to management; who acknowledged its receipt and determined the Customer Care Representative followed proper procedure and the profile had been updated with the correct information as provided by the customer. The Customer Care Representative did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous
171227-000081	12/27/2017		STS	Dan	Dan	Customer stated they wished to file a complaint against several CA's, but was unable to provide call details.	12/27/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
171230-000002	12/30/2017		Voice	Dan	Dan	Customer stated their call was being routed to Relay when dialing a non-Relay user.	12/30/2017	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180102-000128	1/2/2018		Voice	Dan	Dan	Customer stated calls to their telephone number are being directed to Relay instead.	1/2/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180104-000078	1/4/2018		VCO	Jenn	Jenn	Customer made a general complaint about the California Relay Service.	1/4/2018	Customer Care forwarded customer's feedback to management who acknowledged its receipt and forwarded to operations for possible future refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
180108-000095	1/8/2018		STS	Dan	Dan	Customer stated a business they are calling is refusing the call due to not understanding Relay.	1/8/2018	Customer Care referred the customer to the FCC for further assistance. Customer understood.	External Complaints	Miscellaneous
180114-000011	1/14/2018		TTY	Dan	Dan	Customer stated they had requested a police officer to come to their home and wanted to know why they had not arrived yet.	1/14/2018	Customer Care referred the customer to local law enforcement. Customer understood.	External Complaints	Miscellaneous
180115-000072	1/15/2018		Voice	Erica	Erica	Customer calling from an profiled facility was upset that their call requires a calling card or collect payment method.	1/15/2018	Customer Care referred the customer to their facility's telephone administrator. Customer understood.	External Complaints	Miscellaneous
180118-000073	1/18/2018		VCO	Jacob	Jacob	Customer stated charging prisoners to place TTY calls is illegal. Customer requested contact information for the FCC.	1/18/2018	Customer Care referred the customer to their facility telephone service administrator and provided the requested information to reach the FCC. Customer was satisfied.	External Complaints	Miscellaneous
180120-000019	1/20/2018		Voice	Tyna	Tyna	Customer's stated when calling a TTY user the line is a constant busy and there is no dial tone within the TTY users home.	1/20/2018	Customer Care referred the customer to the telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180227-000078	2/1/2018	9437	Email	David	Mary	Customer stated the CA did not follow policy/procedure with their call greeting and accuracy.	2/14/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training regarding proper Relay greeting and accuracy.	Service Complaints	Didn't Follow Policy/Procedure
180227-000080	2/1/2018	9421	Email	David	Mary	Customer stated the CA did not follow policy/procedure with their call greeting.	2/14/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training regarding proper Relay greeting.	Service Complaints	Didn't Follow Policy/Procedure

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180202-000009	2/2/2018	1216	STS	Jenn	Jenn	Customer stated the CA did not follow their instructions or profile.	2/27/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training regarding following customer's instructions and profiled information. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
180202-000074	2/2/2018		VCO	Dan	Dan	Customer stated they have been unable to place calls to Directory Assistance from a prison.	2/2/2018	Customer Care referred the customer to their facility's telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180207-000018	2/7/2018	9063	STS	Mary	Mary	Customer stated their STS call was handled improperly; the CA kept interrupting and did not understand them.	2/22/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training regarding the issue.	Service Complaints	STS Call Handling Problems
180212-000085	2/12/2018		STS	Dan	Dan	Customer stated the CA did not follow profile instructions.	2/12/2018	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
180216-000034	2/16/2018		Voice	Mary	Mary	Customer stated they were not properly routed to STS upon dialing 711.	3/6/2018	Customer Care apologized, verified customer, and confirmed the customer's profile was implemented. Customer Care requested the customer place a few test calls to confirm resolution; however, due to a personal loss for the customer, they were unable to place the test calls. Customer Care expressed condolences and advised the customer contact Customer Care again if needed.	Technical Complaints	Tech Issues STS Problem

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180220-000054	2/20/2018		STS	Mary	Mary	Customer stated the CA released their call improperly.	2/28/2018	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 regarding proper call handling. Customer was satisfied.	Service Complaints	Improper Use of Call Release
180220-000051	2/20/2018		STS	Mary	Mary	Customer made a general complaint stating the CAs and Supervisors argue and are impatient.	2/21/2018	Customer Care apologized and acquired details from the customer. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
180221-000018	2/21/2018		STS	Mary	Mary	^Customer stated they do not like the CA.	2/21/2018	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 regard to the call the customer was referring to.	Service Complaints	Miscellaneous
180221-000060	2/21/2018		STS	Erica	Erica	Customer stated when they dialed the toll-free access number for VA-STTS, a person answered stating they had dialed the wrong number.	2/21/2018	Customer Care tested the toll-free access number for VA-STTS; which was successful. Customer Care transferred the customer to VA-STTS to place their calls. Customer was satisfied.	External Complaints	Miscellaneous
180221-000068	2/21/2018		STS	Erica	Erica	Customer stated that the CAs are arguing with them and not being patient with them.	2/21/2018	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
180223-000033	2/23/2018		STS	Tyna	Tyna	Customer stated the CAs were not being nice to them.	2/23/2018	Customer Care explained the policy/procedure and thanked the customer for their suggestion. Customer Care stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180227-000038	2/27/2018	1247	VCO	Tyna	Tyna	Customer stated the CA dialed the incorrect number.	3/6/2018	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 regarding following instructions and requesting supervisor assistance if needed. Customer was satisfied.	Service Complaints	CA Misdialed Number
180227-000091	2/27/2018		TTY	Erica	Erica	Customer stated when they use *82 through Relay, the call is not accepted by the terminating party.	2/28/2018	Customer Care apologized and forwarded information to the technical department; which determined the call through Relay was successful. Customer Care referred the customer to their telephone service provider for additional information. Customer was satisfied.	External Complaints	Miscellaneous
180228-000044	2/28/2018		Voice	Jacob	Jacob	Customer stated when placing a call through Relay a recording stated all circuits busy.	2/28/2018	Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
180306-000001	3/5/2018		VCO	Erica	Erica	Customer was transferred to the Wrong Number Voicemail by a CA when providing a number to dial.	3/7/2018	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
180306-000067	3/6/2018		STS	Erica	Erica	Customer stated when they are using VA-STS, their Skype connection is dropping. Customer stated this does not occur on non-Relay calls.	3/6/2018	Customer Care apologized and offered to submit information to the technical department; which the customer declined. Customer stated they would call back if it happened again.	Technical Complaints	Tech Issues VA STS Problem
180310-000025	3/10/2018		Voice	Jenn	Jenn	Customer made strong general complaints regarding the California Relay Service and stated that the Relay CA's are treated badly.	3/10/2018	Customer Care apologized and forwarded customer's complaint to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	Miscellaneous
180314-000017	3/14/2018		Voice	Jenn	Jenn	A person called on behalf of the customer and stated there was an issue with their telephone line.	3/14/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

California Relay 2017 - 2018 FCC TRS Complaint Report June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180319-000013	3/19/2018		STS	Jenn	Jenn	Customer stated a complaint regarding the CA's, however refused to provide any details.	3/19/2018	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 disconnected.	Service Complaints	Miscellaneous
180322-000039	3/22/2018	5112	VCO	Mary	Mary	Customer stated the CA did not follow policy/procedure.	3/31/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
180326-000021	3/26/2018		STS	Jenn	Jenn	Customer stated the CA interrupted them several times during their call.	3/27/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; and no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
180328-000081	3/28/2018		Voice	Mary	Mary	Customer stated they are receiving a busy signal whenever they dial into Relay.	3/30/2018	Customer Care apologized and stated information would be forwarded to the technical department; which discovered the customer was dialing the incorrect number for the Relay. Customer was notified. Relay answered 100% within 10 for the day.	Technical Complaints	Busy Signal/Blockage
180403-000026	4/3/2018		Voice	Dan	Dan	Customer stated they are reaching a recording when they dial 7-1-1.	4/3/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180404-000043	4/4/2018		VCO	Dan	Dan	Customer requested contact information for the phone administrator at their prison facility.	4/4/2018	Customer Care advised Relay would not have access to this information and referred customer to their facility. Customer understood.	External Complaints	Miscellaneous
180407-000014	4/7/2018		VCO	Sam	Dan	Customer stated they were receiving a lot of garble during the call.	4/7/2018	Customer Care made multiple attempts to contact the customer; which were unsuccessful. There has been no further contact from this customer.	Technical Complaints	Garbling
180408-000013	4/8/2018		STS	Dan	Dan	Customer stated when dialing 7-1-1, they are not being automatically routed to STS.	4/13/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which promptly identified and corrected the issue. Customer was satisfied.	Technical Complaints	Tech Issues 7-1-1 Problem

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180414-000002	4/14/2018		TTY	Brandon	Brandon	Customer stating when placing an international call through the Relay they are advised their telephone service provided is a non-participant of Relay.	4/26/2018	Customer Care provided options for placing international calls through Relay and referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
180415-000009	4/15/2018		Voice	Tyna	Tyna	Customer stated when making a regular telephone call they are getting connected to Relay.	4/15/2018	Customer Care provided troubleshooting; which determined the issue is with their telephone service provider. Customer Care referred customer to their telephone service provider for assistance with call routing. Customer understood.	External Complaints	Miscellaneous
180418-000054	4/18/2018		VCO	Dan	Dan	Customer stated they are unable to place a collect call through Relay from their prison facility.	4/18/2018	Customer Care referred the customer to their facility's telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180419-000024	4/19/2018		VCO	Mary	Mary	Customer stated they are unable to place a collect call through Relay from their prison facility.	4/19/2018	Customer Care referred the customer to their facility's telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180419-000067	4/19/2018		VCO	Dan	Dan	Customer stated they are unable to place a collect call through Relay from their prison facility.	4/19/2018	Customer Care referred the customer to their facility's telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180424-000019	4/24/2018	1430	VCO	Mary	Mary	Customer stated they have been unable to place an international call through the Relay.	5/3/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Technical Complaints	Long Distance/Billing Issues
180424-000059	4/24/2018		VCO	Mary	Mary	Customer stated their prison facility will not allow them to make more than one call at a time.	4/24/2018	Customer Care referred customer to the facility's telephone service administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180430-000033	4/30/2018		Voice	Tyna	Tyna	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	4/30/2018	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180502-000001	5/2/2018		STS	Stephanie	Tyna	Customer stated their STS call was handled improperly the CAs yell at customer and make them cry.	5/2/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management and operations; whom acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Service Complaints	STS Call Handling Problems
180507-000003	5/7/2018		STS	Mollie	Mollie	Customer stated their STS call was handled improperly the CAs advise the customer's phone line is breaking up and ask them to repeat.	5/7/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	STS Call Handling Problems
180507-000004	5/7/2018		STS	Tyna	Tyna	Customer stated the supervisor was arguing with the customer.	5/7/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; which determined the supervisor followed proper procedure in keeping the customer informed of an issue. The supervisor did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
180509-000021	5/9/2018		STS	Mary	Mary	^Customer stated they are receiving a busy signal whenever they dial into Relay.	5/17/2018	Customer Care apologized and stated information would be forwarded to the technical department; which discovered calls were successfully being placed to and through the Relay. Relay answered 96% within 10 for the day.	Technical Complaints	Busy Signal/Blockage
180509-000022	5/9/2018		Voice	Jacob	Jacob	Customer stated unable to place a call through Relay.	5/9/2018	Customer Care provided troubleshooting tips; which determined the voice caller was reach a voice line/answering machine. Customer Care advised customer to call without use of Relay. Customer understood.	Technical Complaints	Miscellaneous
180515-000041	5/15/2018		VCO	Jenn	Jenn	Customer stated they are experiencing garbling when placing a Relay call through a prison facility.	5/15/2018	Customer Care referred the customer to their facilities telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180516-000052	5/16/2018		Voice	Mary	Mary	Customer stated they are unable to place a VCO call through Relay from their prison facility.	5/16/2018	Customer Care referred the customer to their facilities telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous

California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180519-000004	5/19/2018		Voice	Tyna	Tyna	Customer stated when attempting to make a call through Relay it will not go through.	5/19/2018	Customer Care attempted to obtain call detail information; which was unsuccessful. Customer disconnected.	Technical Complaints	Miscellaneous
180522-000014	5/22/2018		VCO	Jacob	Jacob	Customer stated they were receiving a lot of garble during the call.	5/22/2018	Customer Care attempted to provide troubleshooting tips for clearing garble during a call; which were not successful. Customer disconnected.	Technical Complaints	Garbling
180523-000041	5/23/2018		STS	Jenn	Jenn	Customer stated their calls are being transferred improperly when placing a call through the Relay Service.	5/31/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which verified calls are routing properly per the Relay calling structure. Customer understood.	Technical Complaints	Miscellaneous
180523-000048	5/23/2018		TTY	Mary	Mary	Customer stated they were receiving a lot of garble during the call.	5/24/2018	Customer Care provided several tips for clearing garble during a call. Customer was satisfied.	Technical Complaints	Garbling
180601-000035	5/25/2018	1103	Email	David	David	Customer stated that the CA had poor spelling, verbatim, pacing, and tone of voice during the call.	6/5/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	CA Accuracy/Spelling/Verbatim
180526-000016	5/26/2018		TTY	Dan	Dan	Customer stated the CA provided the incorrect information. Customer stated the options for the recording at the number they were calling was incorrectly relayed to them.	6/5/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	CA Gave Wrong Information
180529-000059	5/29/2018		TTY	Dan	Dan	Customer requested information for filing a complaint against a business that refused their Relay call.	5/29/2018	Customer Care referred the customer to the FCC., provided their toll-free access number and website. Customer was satisfied.	External Complaints	Miscellaneous

**California Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180531-000019	5/31/2018		STS	Tyna	Tyna	Customer stated their STS call was handled improperly. Customer refused to provide call details.	5/31/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints	STS Call Handling Problems