

Relay Utah 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
109282	6/4/2014		Tina	Tina	Customer stated that they were suppose to have an install from the Utah EDP and the person never came. Customer is upset and stated they have been calling all day long and no one is answering the office phones.	6/4/2014	Customer Service apologized and offered to attempt a transfer to the Utah EDP number, but received an answering machine. Customer stated they will call the office directly. Customer hung up.	External Complaints - Miscellaneous
805447	10/8/2014		Carey	Carey	Customer stated that when dialing 7-1-1 in the state of Florida they are connecting to Relay Utah.	10/8/2014	Customer Care provided the toll free number to reach Florida Relay and referred the customer to their telephone service provider regarding why their call is routing to Relay Utah. Customer was satisfied.	External Complaints - Miscellaneous
618399	1/11/2015		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	1/11/2015	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
630355	3/18/2015		James	James	Customer stated that they were unable to place a call through Relay.	3/18/2015	Customer Care advised that that there was a technical issue with the Relay. Technical department is aware and working toward resolving the issue. Customer Care offered to take the customer's contact information and contact them when the issue has been resolved, customer declined. Customer Care advised the customer to attempt their call at a later time. Customer understood. The technical department resolved the issue.	Technical Complaints - Miscellaneous
751832	3/25/2015		Carey	Carey	Representative from a correctional facility stated that when an inmate attempts to place a VCO call the call is not connecting properly.	4/3/2015	Customer Care apologized and acquired call detail information. Customer Care Supervisor returned a call to the customer and discovered an issue with the set up of the TTY that was being used in office. Customer Care Supervisor explained how to set up the TTY and what could be expected when placing the call. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2LVCO Problem
709389	4/22/2015		Carey	Carey	Customer stated that they are a resident of Canada and they are using communication software to access Relay. The customer is being routed to Relay Utah, as the originating number is appearing as a Utah number. Customer wants a number in Ontario.	4/22/2015	Customer Care referred the customer to the communication software company regarding the telephone number associated to their account. Customer was satisfied.	External Complaints - Miscellaneous

Relay Utah 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
223355	5/7/2015		Tyna	Tyna	A Representative from SBC was reporting a issue with a 9-1-1 call.		<p>Customer Care apologized and forwarded information to the technical department. The voice call was routed to the appropriate PSAP and correct information shared with the PSAP. Well into the call, the 911 operator stopped communicating even though the call was still connected to the workstation. The voice relay caller then disconnected.</p> <p>The technical team discovered that there is a "protocol message" that is being sent to Hamilton from a SIP server on the far end of this call. Our technical team is working with our SIP provider to manage this message appropriately going forward.</p> <p>Hamilton has clarified and redistributed its 911 procedure to instruct the CAs to reconnect the orig to the PSAP in the event the PSAP stops communicating. Customer was satisfied.</p>	Technical Complaints - 911 Calls