

Idaho Relay 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
652132	1/16/2015 21:45	5177	Ryan	Ryan	Customer stated the CA did not provide their CA number during the call.	1/22/2015	Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to
423961	3/5/2015 10:33		Tyna	Tyna	Customer stated when attempting to make an outbound call they are reaching Relay.	3/5/2015	provider, Century Link and provided their toll-free access number for assistance. Customer was satisfied.

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Category
Service Complaints - Didn't Give CA Number
External Complaints - Miscellaneous