

Relay New Mexico 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
7086176	6/9/2014 13:55		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through Relay.	6/9/2014	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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.
8003286	6/10/2014 9:25	9040	Forrest	Forrest	*Customer stated their STS call was handled improperly. The CA was rude when stating he spoke English.	6/10/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
486505	6/13/2014 8:32	9128	Brandon	Brandon	*Customer stated their STS call was handled improperly. Customer stated that the CA did not read their profile and answered the phone very loudly and yelling at them.	6/13/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
859872	6/13/2014 13:25	9128	Brandon	Brandon	*Customer stated their STS call was handled improperly as the CA did not state the customer's message correctly, did not voice clearly, edited parts of the message and used a monotone voice.	6/13/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
500830	6/14/2014 18:27	9128	Tyna	Tyna	*Customer stated their STS call was handled improperly as the CA could not communicate. Customer stated the CA could not hear or annunciate and argued with the customer.	6/14/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
719853	6/15/2014 2:15	9113	Trey	Trey	*Customer stated their STS call was handled improperly as the CA lacks patience and did not take down any info.	6/15/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
544024	6/16/2014 15:04		Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated CAs do not do their jobs properly. Customer stated Hamilton demonstrates a failure to comply with ADA which she helped write.	6/16/2014	Customer Service 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.
478829	6/17/2014 19:01	9145	Dawn	Dawn	*Customer called and left a voicemail. Customer stated their STS call was handled improperly. Customer stated they are low-vision and requested the CA to give them the date and time, but CA refused.	6/17/2014	Customer Service forwarded information to management. Management discovered the CA followed proper procedure. Customer was notified.
222976	6/19/2014 21:29		Erik	Erik	*Customer stated their STS call was handled improperly. Customer stated that they were disconnected, the male supervisors are not helpful, and the customer thinks that calling the service Speech to Speech is lazy.	6/20/2014	Customer Service 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. Information was forwarded to management. Customer was notified.
621317	6/20/2014 19:16		Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer stated CAs do not know how to do their jobs. Especially the Lead CA.	6/22/2014	Customer Service apologized and stated the CAs & Lead CA would be counseled and monitored more frequently. Information was forwarded to management and the CAs & Lead CA were counseled; monitoring has occurred. Customer was satisfied.
685147	6/25/2014 15:12		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that they were insulted by the Relay Supervisor. Customer stated that the Supervisor disconnected the customer's call due to abuse.	6/25/2014	Customer Service apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded to management and the Supervisor was counseled; monitoring has occurred. Customer was satisfied.
226099	7/2/2014 10:05		Tina	Tina	*Customer stated their STS call was handled improperly. CAs are not voicing properly and need more sensitivity training.	7/7/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CAs will receive refresher training. Customer was satisfied.

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608628	7/6/2014 3:16		Ryan	Ryan	*Customer states when dialing into Relay New Mexico call is connecting TTY and not STS.	7/7/2014	Customer Service determined customer was connecting to STS but due to no response, the CA was following the procedure to check alternate connect modes before disconnecting a call for no response. Customer was notified.
7058500	7/8/2014 8:41		Jonathan	Jonathan	* Customer stated that their profiled telephone numbers are no longer connecting to STS.	7/8/2014	Customer Service reviewed the customer profiles and discovered that all profile are set to connect to STS. Customer Service forwarded the information to the technical department. The technical department discovered an issue with the STS call routing on their profile; issue was resolved promptly. Customer was notified.
406167	7/20/2014 15:40		Carey	Carey	*Customer stated that they are very unhappy with how STS Relay operates and made several suggestions regarding the Relay Service.	7/20/2014	Customer Service apologized and advised the customer that their suggestions would be forwarded to management. Customer was satisfied. Information was forwarded to management.
412637	7/20/2014 16:50		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the male CAs do not proof read their messages and that the Supervisors are lazy.	7/20/2014	Customer Service 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.
218363	7/21/2014 14:45	supervisor	Dawn	Dawn	*Customer stated the supervisor hung up on them.	7/21/2014	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the Supervisor did not disconnect the call to Customer Service. Customer Service processed a call with the customer for over 20 minutes. Customer was notified.
160270	8/9/2014 11:50	9004	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the CA was verbally abusive and not helpful when processing their call.	8/9/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
354431	9/23/2014 14:40		Tina	Tina	Customer stated they have experienced a long hold time/delay when connecting to the Relay. Customer stated they were unable to reach Relay all day long.	9/26/2014	Customer Service apologized to the customer and stated information would be forwarded to management. Management discovered that there is no record of the customer placing a call through Relay on this day. Customer was notified. The Relay answered 98.4% within 10 seconds for the day.
297237	10/6/2014 17:20		Dawn	Dawn	*Customer stated when they dial 7-1-1 the call routes to a TRS CA. Customer states she is profiled to STS.	10/20/2014	Customer Care verified that the profile was set correct and forwarded information to the technical department. Technical discovered an issue with the database server for Relay that did not impact call processing. The technical department resolved this issue promptly. Customer was notified.
558101	10/8/2014 10:08	9048	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that they instructed the CA to stay on the line during the call to Customer Care and the CA either released the call or became unresponsive during the call to Customer Care.	10/8/2014	Customer Care apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
788493	10/8/2014 15:08	9004	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA does not follow the profile and is argumentative, disrespectful and abusive.	10/8/2014	Customer Care apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
584233	10/18/2014 16:29		Tyna	Tyna	*Customer stated the CAs should have voice recognition software to assist them. That way they do not have to interrupt the customer when they are dictating a message.	10/18/2014	Customer Care advised the customer that their suggestion would be forwarded to management for consideration. Customer was satisfied.

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967330	10/19/2014 17:53		Tyna	Tyna	*Customer stated their STS calls are being handled improperly. Customer refused to provide call details.	10/19/2014	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.
477694	10/22/2014 9:45	9128	Ryan	Ryan	*Customer stated their STS call was handled improperly. Customer stated CA did not attempt to properly understand how to process the customer's call. CA did a poor job.	10/22/2014	Customer Care apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.
908080	10/24/2014 11:17		Carey	Carey	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	10/24/2014	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.
484323	10/25/2014 12:11		Dawn	Dawn	*Customer stated CAs and Supervisors incompetent. Customer did not provide call details.	10/25/2014	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. Customer was notified.
552048	10/25/2014 16:22		Dawn	Dawn	*Customer placed a harassing call to Customer Service. After allowing the customer to speak for over 15 minutes, customer became abusive to Relay CA, Customer Care Representative and Supervisor. No details could be obtained.	10/25/2014	Customer Care disconnected after customer became abusive and would not allow Customer Care to speak or gather call information.
615467	10/27/2014 17:29		Dawn	Dawn	*Customer stated 7-1-1 calls are routing to TRS should be route to STS. Customer is profiled to STS.	10/28/2014	Customer Care verified that the profile was set correct and forwarded information to the technical department. Technical discovered an issue with the database server for Relay that did not impact call processing. The technical department resolved this issue promptly. Customer was notified.
726582	10/30/2014 17:16		Dawn	Dawn	*Customer stated conflict of interest to have the Relay Supervisor as the Customer Care representative after hours.	10/30/2014	Customer Care explained that Relay Supervisor is not a Customer Care representative. Customer Care explained that all issues are addressed by a Customer Care specialist. Customer Care stated their concern would be forwarded to management. Customer understood.
931532	11/1/2014 12:57		Carey	Carey	*Customer stated that they are experiencing an issue with their telephone service provider and there is an issue with the phone lines in their apartment building.	11/1/2014	Customer Care attempted to refer the customer to their telephone service provider; however, the customer disconnected.
817554	11/3/2014 9:45		Tyna	Tyna	* Customer stated the when using their mobile number it is connecting to TTY line not STS.	11/3/2014	Customer Care verified the customer and reviewed profile. Customer Care forwarded information to the technical department; which resolved the issue. Customer was notified.
292152	11/5/2014 8:31		Tina	Tina	*Customer stated that when their address was updated in their profile it is no longer appearing to the CAs.	11/5/2014	Customer Care apologized, verified the customer and located where the address was set up in the profile. Customer Care forwarded information to the technical department. The profile was updated and the customer was satisfied.
963993	11/7/2014 11:18	9040	Carey	Carey	*Customer stated the CA hung up on them.	11/12/2014	Customer Care apologized and information was forwarded to the technical department. The technical department discovered the customer was disconnecting at the same time the CA was performing a supervised disconnect. Customer was notified.
913543	11/13/2014 12:23		Tina	Tina	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	11/15/2014	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 97% within 10 seconds for the day.

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102539	11/17/2014 11:46	9004	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	11/17/2014	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.
117918	11/17/2014 11:57		Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer stated the Supervisor refused to give the Customer Care phone number and hung up on the customer.	11/17/2014	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.
996741	11/19/2014 18:23		Tyna	Tyna	* Customer stated their profile was not in the system correctly for when they are using a TTY device. Customer wished to be contacted by management.	11/24/2014	Customer Care discovered the profile for the customer is mainly STS instructions. Customer Care forwarded this information to management for review and return call to customer. Customer Care Supervisor contacted the customer and reorganized the profile. Profile was updated and customer was satisfied.
987326	11/25/2014 13:23		Dawn	Dawn	Customer stated their STS call was handled improperly and their profile was not followed. Customer called in and was not transferred to STS.	12/1/2014	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.
894296	12/15/2014 17:23		Dawn	Dawn	*Customer stated bank would not process their call because it was a Relay call.	12/15/2014	Customer Care referred the customer to the FCC. Customer Care provided the telephone number and website address for the FCC. Customer was satisfied.
829300	12/22/2014 8:23		Carey	Carey	*Customer stated that there are not enough female STS CAs available.	12/22/2014	Customer Service stated that their concern would be forwarded to management. Customer was satisfied and information was forwarded to management.
278741	12/23/2014 2:45	supervisor	Derek	Derek	*Customer stated Supervisor would not dial the number requested. Customer stated Directory Assistance did not have the number and the Supervisor refused to dial 911.	1/2/2015	Customer Care apologized and attempted to gather call details, customer refused. Customer Care forwarded information to the technical department; without call details information could not be located in regards to the call the customer was referring too. Customer called to Customer Care several times about this issue, but would not provide exact time when incident. Information was forwarded to management; which discovered the Supervisor that assisted with the call. Supervisor misunderstood the request as customer asked to call 911 to obtain a number, Supervisor attempted to verify that customer didn't mean 411. Customer became upset and argumentative. Supervisor has received refresher training in regards to someone requesting 911. Customer disconnected.
560299	12/25/2014 9:08		Tyna	Tyna	*Customer stated CAs do not care about the deaf community and need more sensitivity training. Customer stated it was all the CAs.	12/25/2014	Customer Care apologized and stated information would be forwarded to management. Management stated that the CA's would receive refresher training in regards to this topic. Customer was satisfied.
846667	12/26/2014 9:22		Tyna	Tyna	*Customer stated when calling into Relay their call will sometime connect TTY correctly and sometimes it will not. Customer inquired if it could have something to do with digital phone lines.	12/26/2014	Customer Care verified the customer and that their profile was set correctly. Customer Care discovered their profile is set for both TTY and STS, so explained the differences in the connections and what is listed in the profile for each connect mode. Customer Care explained how digital phone lines may affect TTY transmission and which lines were recommended for TTY connection. Customer was satisfied.

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862941	12/26/2014 9:55		Tyna	Tyna	*Customer states there are CAs that need sensitivity and additional training and the males are worse than the females CAs.	12/26/2014	Customer Care apologized and stated the information would be forwarded to management. Management stated that the CA's would receive refresher training in regards to this topic. Customer was satisfied.
991302	12/26/2014 14:15		Tina	Tina	* Customer stated they needed Relay STS, not Customer Care. Customer stated they were transferred incorrectly, but would not provide any information.	12/26/2014	Customer Care apologized and transferred to STS. Customer Care forwarded to the technical department, but without call details they were unable to discover which call the customer was referring too. Customer understood.
497406	12/28/2014 10:25		Erik	Erik	*Customer's profile is not appearing when calling into the Relay.	12/30/2014	Customer Care stated the information would be forwarded to the Technical Department. Technical Department discovered their was an issue with the way the customer's profile was entered in to the system. Issue was resolved promptly by the technical department. Customer was satisfied.
898458	12/30/2014 19:39	9145	Jennifer	Jennifer	*Customer stated their STS call was handled improperly the CA did not pay attention to the call or the callers instructions.	12/31/2014	Customer Care apologized and stated information would be forwarded to the technical department. The technical department verified that the CA processed a call at this time for the customer, and that a Supervisor was called to assist with the call. Customer Care forwarded information to the management and the CA received refresher training in regards to this issue. Customer was satisfied.
295711	1/1/2015 9:50	9077	Tyna	Tyna	*Customer stated the CA yelled at the customer when the customer stated they were unable to hear the CA.	1/1/2015	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 regards to this issue. Customer was satisfied.
399544	1/1/2015 20:49		Dawn	Dawn	*Customer stated when reaching voicemail there is an issue with profile. Customer requested a call back on all three numbers.	1/2/2015	Customer Care attempted to call back all three numbers; was hung up on one, the other two left voicemails. No further contact with customer.
217592	1/4/2015 17:48		Carey	Carey	*Customer stated that the CAs do not know the difference between STS and TTY Relay calls.	1/4/2015	Customer Care was unable to assist the customer as they disconnected before providing any further information regarding the issue.
618686	1/11/2015 16:35	9004	Tyna	Tyna	*Customer stated their STS call was handled improperly Customer refused to provide call details.	1/11/2015	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.
641177	1/11/2015 17:35		Tyna	Tyna	*Customer stated the CA did not provide their CA number during the call.	1/23/2015	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.
381823	1/13/2015 19:30		Dawn	Dawn	Customer stated that wrong numbers were dialed, would like a refund for those calls.	1/14/2015	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 Care also explained if the customer would like a refund of charges they would need to send a copy of their bill to Relay. Customer Care provided the address to mail the bill. Customer stated that they would contact Customer Care back once they receive the bill if there are charges that need to be refunded. Customer was satisfied.

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406906	1/18/2015 2:00		Annie	Annie	*Customer dislikes when the same Supervisor that takes their call through Customer Care comes to the workstation and assists with their call.	1/20/2015	Customer disconnected before any information could be obtained.
312566	1/18/2015 15:55	9115	Scott	Scott	*Customer stated the CA hung up on them.	1/22/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the customer had become abusive with the CA and the Supervisor had been called to the workstation. The call was disconnected due to abuse. This CA did not receive refresher training due to abuse on the call.
491555	1/19/2015 12:54		Tyna	Tyna	*Customer states that the CAs and Supervisors tell them how they are to process their calls.	1/19/2015	Customer Care apologized and attempted to gather call information. Customer disconnected. Customer Care forwarded information to management.
505413	1/19/2015 13:10	9162	Tyna	Tyna	*Customer stated the CA did not keep them informed while processing the call.	1/19/2015	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.
9049744	1/27/2015 19:11	9110	Dawn	Dawn	*Customer stated CA refused to respond.	1/27/2015	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.
9049749	1/27/2015 19:15	supervisor	Dawn	Dawn	*Customer wished to file a complaint against supervisor.	1/27/2015	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.
239346	1/27/2015 22:46	Annie -9049	Jon	Jon	*Customer stated the Supervisor was rude, bossy and hung up on them.	1/28/2015	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.
239158	1/27/2015 22:46	9110	Jon	Jon	*Customer stated the CA did not follow policy/procedure.	1/28/2015	Customer Care apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and CA was counseled; monitoring has occurred. Customer was satisfied.
523975	1/28/2015 15:31		Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated conflict of interest to have a Supervisor act as Customer Care Representative. Supervisors are not trained.	1/28/2015	Customer Care explained about how Customer Care is handled after hours. Customer Care stated their suggestion would be forwarded to management. Customer was satisfied and information was forwarded.
670918	1/30/2015 15:25		Dawn	Dawn	Customer stated CA could not see their profile.	2/5/2015	Customer Care apologized and forwarded information to the technical department; which discovered the profile did populate during the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.
262105	2/24/2015 11:04	9086	Tyna	Tyna	*Customer stated the CA hung up on them.	3/31/2015	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.

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304511	3/1/2015 15:06		Brandon	Brandon	Customer stated they have experienced a long hold time/delay when connecting to Customer Care.	3/2/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied.
832306	3/10/2015 16:41	9086	Carey	Carey	*Customer stated that they were unsure if the CA hung up or if their telephone line disconnected due to technical issues with their telephone service provider. Customer stated the Relay Supervisor was rude when customer inquired about this issue.	3/25/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; no information could be located in regards to the call the customer was referring too. Customer was notified.
104216	3/10/2015 21:15		James	James	Customer called on behalf of their father. The father's TTY was not showing complete words despite profile instructions for no abbreviations and requested updates to the current profile.	3/11/2015	Customer Care returned a call to the customer and verified them. Customer Care reviewed and processed the update to the profile. Customer Care provided troubleshooting tips for TTY device. Customer Care referred customer to New Mexico Center for Deaf & Hard of Hearing Persons and provided their telephone number. Customer was satisfied.
9024356	3/17/2015 16:26		Tyna	Tyna	Customer called in response to an FCC complaint filed with Hamilton Relay.	3/17/2015	Customer Care obtained the information from the customer and advised would forward the information to management. Management has attempted to return a call to the customer several times, but there has been no return call from the customer.
158978	3/19/2015 12:47	9156 & Sup	Derek	Derek	Customer stated the CA did not want to take the call and did not want to work. Customer also complained about Supervisor stating they accused them of being rude to the CA.	3/23/2015	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.
874006	3/19/2015 20:48	9156	Lonnie	Lonnie	*Customer stated the CA hung up on them.	3/27/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered that customer disconnected from the CA in the middle of the call. Customer was notified.
828959	3/19/2015 23:27	9169	Lonnie	Lonnie	*Customer stated that they experienced a long hold time while waiting to be connected to STS Relay. Customer also stated the CA and Supervisor were not professional and raised their voices at the customer.	3/27/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call, but caller began to use inappropriate language and yelled at CA. Supervisor disconnected the call due to misuse and inappropriate language directed at the CA. Information was forwarded to management and no refresher training in regards to this issue as CA and Supervisor followed proper procedure.
820444	3/20/2015 12:57	9063	Tyna	Tyna	*Customer stated the CA called a supervisor because they claimed the customer was using abusive language which the customer states they were not.	3/20/2015	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.
962339	3/23/2015 13:03	9070	Ryan	Ryan	Customer stated the CA accused them of engaging in conversation and the customer stated they were not.	3/23/2015	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.
4070203	3/26/2015 6:15		Ben	Ben	*Customer stated a CA was awful to them and does not think a supervisor should be doing both Supervisorial duties as well as Customer Care.	3/26/2015	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.

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438469	3/26/2015 16:30		Jenn	Jenn	Customer stated someone informed her that they could not use both STS and TRS.	3/26/2015	Customer Care attempted to get information from the customer; customer refused to provide information and became abusive; Customer Care disconnected.
996422	3/27/2015 9:19	9128	Tyna	Tyna	Customer stated the CA did not follow policy/procedure.	3/31/2015	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 regards to this issue. Customer was satisfied.
450924	3/28/2015 14:25		Carey	Carey	*Customer stated they could hear static on the calls and the CAs also had difficulty hearing the customer due to static. Customer stated that the static was excessive and interfered with their calls.	3/28/2015	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 Care referred customer to their telephone service provider to check their telephone line. Customer was notified.
7039522	3/31/2015 10:05	9128	Derek	Derek	*Customer stated CA does not like deaf/low vision people and does not know how to communicate.	3/31/2015	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.
670746	4/5/2015 16:57	9113	Ben	Dan	*Customer stated the CA did not provide their CA number during the call. Customer was also upset that a Supervisor was handling Customer Care calls and felt that Customer Care should be available 24/7. Customer also questioned their Profile PIN access number and would like that information from Customer Care.	4/13/2015	Customer Care apologized and stated information would be forwarded to management. Customer Care explained how remote profiles work and that her PIN could be retrieved the next business day. 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.
700066	4/5/2015 17:45	9113	Ben	Ben	*Customer was upset that their call was not being processed. Customer claimed we just do not want to do our job.	4/13/2015	Customer Care advised the customer that since they are calling from an Ohio number through the New Mexico Relay, the customer would need to contact the Ohio Relay or activate their remote profile. Information was forwarded to the technical department; which verified the CA had processed the call. However, it was determined that the CA followed proper procedure when processing the call. Customer was notified.
271542	5/27/2015	9063	Jenn	Jenn	*Customer stated that the CA was not keeping them informed and they were incompetent and did not know how to place a call or follow instructions. Customer was also upset that Customer Care could not process a phone call for them.	5/29/2015	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.
738134	5/27/2015	9004	Jenn	Jenn	*Customer stated the CA was just horrible and did not know what they were doing	5/29/2015	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.

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Technical Complaints - Tech Issues STS Problem
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Service Complaints - CA Hung Up on Caller
Service Complaints - STS call Handling Problems
Technical Complaints - Long Hold Time/Disconnect
Technical Complaints - Tech Issues 7-1-1 Problem
Service Complaints - STS call Handling Problems
Service Complaints - STS call Handling Problems
Service Complaints - Miscellaneous

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Service Complaints - STS call Handling Problems
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Service Complaints - Miscellaneous
Technical Complaints - Tech Issues 7-1-1 Problem
Service Complaints - Miscellaneous
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Technical Complaints - Tech Issues STS Problem
Service Complaints - Miscellaneous
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Service Complaints - STS call Handling Problems
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Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
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Service Complaints - STS call Handling Problems
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Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - CA Hung Up on Caller
Service Complaints - Didn't Follow Policy/Procedure
Service Complaints - STS call Handling Problems
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Service Complaints - CA Hung Up on Caller

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Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - CA Hung Up on Caller
Service Complaints - Miscellaneous

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Service Complaints - Didn't Follow Policy/Procedure
Technical Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Didn't Give CA Number
Service Complaints - Miscellaneous
Service Complaints - CA Did not Keep User Informed
Service Complaints - CA Did not Keep User Informed