

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

June 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K646476 0947	6/25/14	#49	Voice customer had difficulty connecting to Wyoming Relay after dialing 7-1-1. The call connected via TTY first, and then it took a long time to connect to voice. The customer also experienced difficulty in connecting with Customer Service, receiving both a fast busy and being disconnected twice. The relay operator and Customer Service operator reported to the customer that they had trouble switching the call type. The calls were made through a PBX system.	7/2/14	On June 25, 2014, an issue with 6 operator stations was reported from the MN call center. A pod of operator positions at the Customer Service center were also affected. The switch hardware that services both locations was at fault. The switch hardware provider was contacted and a ticket was opened. While the vendor investigated the issue, the positions affected were taken out of service. The call in question that received a fast busy was most likely caused by the switch hardware used to deliver and place phone calls to the telephony network. The issue was resolved on June 26 th and all affected positions were placed back into service. The customer requested that specific PBX lines be branded to ring through first as voice calls. The Program Manager followed up with an email to the customer on July 2, 2014, with an explanation, and the customer was satisfied.

Wyoming Relay
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July 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

August 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

September 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

October 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

November 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

December 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

January 2015

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

February 2015

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

March 2015

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

April 2015

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		

Wyoming Relay
June 2014 – May 2015
Complaint Log Summary

May 2015

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints received during this month.		