

**Wyoming Relay  
June 2014 – May 2015  
Total Complaints by Category**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Customer Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18 Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#21 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#22 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 CA Gave Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 CA Did Not Follow Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Improper Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Improper Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Improper Handling of Three Way Calling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Improper Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#30 CA Hung Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 Miscellaneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TECHNICAL COMPLAINTS</b>														
#32 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#36 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#37 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#38 Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#39 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#40 Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#41 Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#42 VCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#43 HCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#44 STS Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#45 Caller ID Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#46 Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#47 Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#48 711 Problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#49 Miscellaneous Technical Complaint	1	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>100%</b>
<b>MISC COMPLAINTS</b>														
#50 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#51 Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#52 No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#53 LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#54 911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#55 CapTel Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#56 External Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#57 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>TOTAL COMPLAINTS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>100%</b>