

CALIFORNIA RELAY SERVICE

2014 – 2015 TRS FCC Annual Consumer Summary Log

June 2014 – Nothing to report.

July 2014

TTY 2014, July 21 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for any inconvenience. Explained Carrier of Choice through relay.

Contact Closed: 2014, July 21

August 2014

TTY 2014, August 1 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Billing/Rate

Escalation: Received by the National Customer Care Center and handled by the Account Manager.

Resolution: Apologized and explained COC options when using relay.

Contact Closed: 2014, August 1

Voice 2014, August 1 (Gender Request)

The customer complained that a male CA processed his/her call after being profiled with a preference being female.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for his/her inconvenience. Customer was unable to provide CA number.

Contact Closed: 2014, August 1

TTY 2014, August 17 (Verbatim)

The customer complained that the CA did not type the correct words and then the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2014, August 17

Voice 2014, August 22 (Verbatim)

The customer complained the CA did not follow instructions (did not repeat his/her conversation).

Category: Attitude and Manner

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2014, August 22

September 2014

TTY 2014, September 17 (Verbatim)

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for any inconvenience. Call record received. No CA number similar to the CA number provided by customer.

Contact Closed: 2014, September 17

TTY 2014, September 18 (Verbatim)

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2014, September 18

October 2014 – Nothing to report.

November 2014

TTY 2014, November 6 (Speed Dialing Functionality)

The customer complained that his/her Relay Choice Profile did not show up.

Category: Technical Related

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, November 6

December 2014

TTY 2014, December 11 (Verbatim)

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: : Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2014, December 11

January 2015

TTY 2015, January 9 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)



Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for inconvenience. Explained carrier of choice through relay.

Contact Closed: 2015, January 9

February 2015

TTY 2015, February 7 (Gender Request)

The customer complained that the CA did not comply with his/her CA gender request.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2015, February 7

March 2015

TTY 2015, March 4 (Availability)

The customer complained that he/she experienced issues when trying to reach the relay service by dialing 711.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2015, March 4

April 2015

TTY 2015, April 3 (Gender Request)

The customer complained that the CA did not check to see if a female CA was available.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Investigation indicates call was transferred and completed by female CA.

Contact Closed: 2015, April 3

May 2015 -- Nothing to report.