



**Federal Relay FCC  
Complaint Log  
2014-2015**

**Complaint Tracking for FED (06/01/2014-05/31/2015). Total Customer Contacts: 3**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/23/14	TTY user was told that she needed to call through the state relay service to make non-government calls. The TTY user had stated that they were calling from a government agency. Customer Service apologized to the customer and said information would be passed on to the Relay Operator's Supervisor. No follow up was requested.	06/23/14	The Relay Operator was coached on proper procedure that it is not the Relay Operator's role to police calls, regardless if Federal Relay users are making personal phone calls. Calls should be processed as long as an agency name is provided. The Relay Operator should dial the number and select the proper agency. The Relay Operator understood.
2	07/29/14	Caller reported that early in the morning she could not connect to a Federal Relay Service Operator. During the time between 8:30 am and 9:00 am EST no Operator was available. Customer Service responded, apologizing for the inconvenience and asked if she had been able to connect to complete a call since that time. The response was yes, that a call was made successfully later. The Relay Operator transferred the customer to Customer Service to file a report. Customer Service thanked the caller for letting us know and told her the report would be sent to the Program Manager. No follow up was requested.	07/29/14	The Relay Program manager investigated the customer's report and while there is no indication from a reporting perspective that there were any service level issues with Federal Relay Service on this date or at this time, the customer may have experienced a short wait time, during a brief busy period. Federal Relay continues to monitor answering times and will make adjustments as needed. Follow up was not requested.
3	03/11/15	Customer provided general feedback on captioning accuracy but had no specific example to provide.	03/11/15	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date time and Operator ID of any future calls to allow us to take specific action with the Relay Operator captioning the call. Customer noted he will do so. Customer Service Representative also discussed the option as a 2-Line user to press the captions off and then on again to get a new Operator at any time during a call.