

Kansas Relay Center 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	Category
489092	6/7/2014 22:20		Jennifer	Carey	Customer stated that they are unable to place or receive calls. Customer believes it may be a technical issue with their phone.	7/16/2014	Customer Service placed a follow up call to the customer and reached a voicemail. Customer Service left a message requesting call detail information in regards to the issue. There has been no further contact from the customer.	Technical Complaints - Miscellaneous
714122	6/13/2014 12:44		Dawn	Dawn	Customer was unable to connect to Relay using 7-1-1.	6/13/2014	Customer Service provided the toll free number to the Relay. Customer Service verified that 7-1-1 was working properly and directed the customer to their telephone provider for further assistance. Customer understood.	Technical Complaints - Tech Issues 7-1-1 Problem
979111	7/16/2014 12:56		Carey	Carey	Customer stated that they are unable to place a call to a toll free number through the Relay.	7/16/2014	Customer Service attempted to obtain the customer's telephone number and information to determine if a customer profile is set up with any type of call restrictions. Customer disconnected before providing any information.	Technical Complaints - Miscellaneous
504981	9/8/2014 11:53	9031	Tyna	Tyna	Customer stated the CA and Supervisor advised their long distance provider was not a participating provider with Relay.	10/7/2014	Customer Service apologized and stated they would like to verify the customer's profile. Customer Service verified the customer, verified the profile was set correctly for temporary access to long distance calls through Relay. Customer Service stated information would be forwarded to the technical department. The technical department discovered the long distance carrier was set correctly and billed appropriately on their call. Information was forwarded to management and the CA received refresher training on where to locate provider information. Customer was satisfied.	Service Complaints - Miscellaneous
386789	9/11/2014 18:47		Dawn	Dawn	Customer stated they are unable to receive a call from their son who is currently in a prison facility as they are unable to accept collect calls on their cell phone.	9/24/2014	Customer Service verified that the profile was set appropriately for the prison facility. Customer Service recommended the customer speak to the administrators of the facility. No further contact with customer.	External Complaints - Miscellaneous
397466	9/22/2014 10:45		Tina	Tina	Representative from inmate facility stating they cannot place a call through Relay.		Customer Care verified that there were no restrictions on the number. Customer Care offered to have technical return a call to work with facility to do test calls. The technical department contacted the facility in an attempt to set up test calls through Relay. As of 10/1/2014 no test calls have been completed by the facility.	Technical Complaints - Miscellaneous

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798963	10/13/2014 14:48		Tyna	Tyna	Customer inquired if there was a current problem with Relay where customers couldn't connect to Relay, if their typing was garbled and if non analog line would affect garble.	10/13/2014	Customer Care advised there were no current problems with Relay. Customer Care received a few words that were garbled otherwise type from the customer was clear and that a digital line could affect garble on the TTY. Customer was satisfied.	Technical Complaints - Miscellaneous
444776	10/14/2014 12:07		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	10/14/2014	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care 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.	Service Complaints - Suspicious/Harassment Call
472362	10/20/2014 12:05		Tyna	Tyna	Customer states every time they dial 7-1-1 they reach the Spanish line and not English.	11/3/2014	Customer Care verified the profile was set correctly through Relay. Customer Care apologized and forwarded information to the technical department. The technical department confirmed that calls from the customer were arriving to the Spanish Relay number; which indicates a translation issue with the service provider. Customer Care notified the customer and offered to work with their service provider to verify 7-1-1 translation. Customer Care requested the customer contact their service provider and make them aware of this issue and to call Relay Customer Care. As of 10/31/2014 Relay has not heard from the service provider.	Technical Complaints - Tech Issues 7-1-1 Problem
687515	12/16/2014 20:14		Dawn	Dawn	Customer stated they have been unable to place a long distance call through the relay. CA requested long distance carrier and could not place call.	1/2/2015	Customer Care determined the customer was a VOIP user and corrected the profile. Customer was satisfied.	Technical Complaints - Long Distance/Billing Issues
979141	1/13/2015 11:19		Tina	Tina	Customer stated they are still unable to place a long distance call through Relay.		Customer Care was placed on a conference call with the long distance provider and several telephone administrators from the facility. Customer Care explained that Windstream is not yet participating with Relay. Customer Care forwarded the letter of authorization information to Windstream to become a participating provider with Relay. Customer Care set up a temporary profile on the number with the requested ATT information. Customer Care is awaiting LOA information from Windstream. (Awaiting provider)	Technical Complaints - Carrier Choice not Available

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436504	1/20/2015 20:09		Dawn	Dawn	Customer stated they have been unable to place a long distance call through Relay as CAs are requesting their long distance carrier information.	2/4/2015	Customer Care directed the customer to Time Warner to confirm they had 7-1-1 translated for their VoIP Service. Time Warner representative returned a call and spoke to Customer Care. Time Warner representative is working on the translation issue and getting the proper information set up in their system. (Awaiting provider)	Technical Complaints - Long Distance/Billing Issues
708233	2/14/2015 0:00		Ryan	Ryan	Customer stated that after the CA indicates that they have reached an answering machine the call disconnects.	3/3/2015	Customer Care attempted to contact the customer for more information; however, there was no answer. Customer Care forwarded the information to the technical department; which found several calls from this customer on this day into Relay with no outbound calls. The technical department stated it appears that on all calls the CAs attempted several different connect modes to communicate with the user; but there was no response and calls were disconnected. Customer was notified.	Technical Complaints - Miscellaneous
136411	5/18/2015		Tyna	Tyna	Customer stated they are trying to call a customer through Relay and getting a recording that number cannot be dialed.	5/18/2015	Customer Care placed a call to the number without use of Relay and reached the same recording. Customer Care advised the customer that the recording is generated from the telephone provider and not Relay. Customer Care referred customer to the telephone service provider to check the recording that was being received. Customer was satisfied.	External Complaints - Miscellaneous