

## Kansas Relay Center 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

| Record ID | Inquire Date | CA nbr | Call taken by | Responded by | Inquiry  | Resolution Date | Resolution  | Category  |
|-----------|--------------|--------|---------------|--------------|--|-----------------|---|---|
| 57054     | 6/26/2013    |        | Tina          | Tina         | Representative from Twin Valley called about becoming a participating provider with the Relay.   |                 | Customer Service forwarded the LOA information to the provider. Awaiting LOA information from provider. As of May 31, 2014 no LOA has been received.  | Technical Complaints - Carrier Choice not Available |
| 764533    | 7/25/2013    |        | Dawn          | Dawn         | Representative from a prison facility was reporting unauthorized calls from the facility through the relay.  | 8/16/2013       | Customer Service explained that the Relay could offer a profile, but would need the telephone number the inmate is calling from. Representative is locating information. Customer Service is following up with the facility to obtain a list of numbers to profile. The facility provided a list of numbers and information was forwarded to the technical department. Profiles were implemented. Customer was satisfied. | External Complaints - Miscellaneous                 |
| 889338    | 8/1/2013     |        | Ellis         | Ellis        | Customer stated the typing on the TTY was not displaying correctly and there was spacing between every letter.   | 8/1/2013        | Customer Service informed customer we are aware of the spacing issue and our technical team is working on resolving the issue as quickly as possible. The technical department resolved the typing display issue through the relay and the customer was notified. Customer was satisfied.   | Technical Complaints - Miscellaneous                |
| 775168    | 8/27/2013    |        | Tina          | Tina         | Customer has been receiving harassing telephone calls through the Relay.   | 8/27/2013       | Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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     |
| 958760    | 10/11/2013   | 9070   | Chuck         | Chuck        | Customer stated the CA hung up on them.  | 10/11/2013      | Customer Service apologized and stated information would be forwarded to the technical department. Information was forwarded to the technical department. The technical department discovered that the CA did not disconnect the call. Customer was notified.   | Service Complaints - CA Hung Up on Caller           |
| 453805    | 12/31/2013   |        | Tyna          | Tyna         | Customer stated they are still having an issue with long distance calls through the Relay. Customer stated they spoke to their provider, but they were unable to assist. | 12/31/2013      | Customer Service explained why the recording is being received. Customer Service offered to speak to the provider and explained that the customer would need to contact their provider and allow permission for Customer Service to speak to the provider. Customer is contacting the provider. Awaiting a call from the provider. There has been no further contact from either the customer or their provider.          | External Complaints - Miscellaneous                 |

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| 612912    | 12/31/2013   |        | Carey         | Carey        | Customer stated that they are hearing tones when they place a call to a VCO user through the Relay.  | 12/31/2013      | Customer Service placed a test call and confirmed that the tones being heard are TTY tones. Customer Service explained why these tones would be heard during a call. Customer Service apologized and advised the customer to get the CA number so the CA maybe counseled in regards to this issue. Customer understood.   | Technical Complaints - Tech Issues VCO/2LVCO Problem |
| 653919    | 1/22/2014    |        | Tyna          | Tyna         | Customer stated they have been unable to place a long distance call through the Relay using their provider.  |                 | Customer Service discovered the telephone company has changed and updated their Carrier Identification Codes. Customer Service contacted the telephone company and information was referred to technical department of the telephone company. Awaiting information from the long distance company. As of May 31, 2014, this company has not updated their carrier information through the relay.  | Technical Complaints - Carrier Choice not Available  |
| 872034    | 4/23/2014    |        | Carey         | Carey        | Customer stated they were unable to place long distance calls through the Relay using Time Warner for their long distance carrier.   |                 | Customer Service contacted Time Warner and discovered that they are no longer a resale carrier of Sprint. Customer Service explained to the Time Warner representative, that in order for the customer to be able to properly place long distance calls through the Relay, Time Warner must be a participating company with the Relay. Customer Service advised that we can send the LOA form so that Time Warner can become a participating carrier. Time Warner stated that they will contact Customer Service back with the proper contact information. Temporary work around was set up in the customer profile to allow long distance calls. Customer was notified. As of May 31, 2014, Time Warner has not updated their carrier information through the relay. | Technical Complaints - Carrier Choice not Available  |
| 5005860   | 5/23/2014    |        | Carey         | Carey        | Customer stated they are with an Attorney's Office and have a client who has been receiving suspicious telephone calls through the relay. The law office inquired where to send the Subpoena for Call Information. | 5/23/2014       | Customer Service provided the appropriate contact person, address and fax number. Customer was satisfied.   | Service Complaints - Suspicious/Harassment Call      |