

Kansas Relay 2015-2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160329-061307	7/15/2015		Tyna	Tyna	Customer stated not able to make a call to a specific number.	7/15/2015	Customer Care was able to determine the call was long distance and explained how calls are billed. Customer thought all calls through the U.S were free through the Relay. Customer Care explained the Relay is free but any long distance calls are billed through their telephone service and referred the customer to their service provider if the number is not suppose to be long distance with their provider. Customer understood.	External Complaints - Miscellaneous
160329-043646	7/21/2015		Mary	Mary	Customer stated they have been attempting to call a VCO user all day and their line has been busy. Customer stated they are now concerned about the user.	7/24/2015	Customer Care advised customer to contact the telephone service provider to check the telephone line. Customer Care placed 2 tests calls to the Relay user's telephone number, one with and one without the Relay, and line rang both times. Customer was notified.	External Complaints - Miscellaneous
160329-026301	9/14/2015		Tyna	Tyna	Customer was calling on behalf of a TTY user and stated that the TTY user's line is ringing busy and other phone extension has no dial tone.	9/14/2015	Customer Care placed a test call and reached a busy signal. Customer Care provided troubleshooting tips for checking the lines in the home and ensuring that they were all working properly. Customer Care referred the customer to their telephone service provider if they are unable to receive a dial tone. Customer was satisfied.	External Complaints - Miscellaneous
160512-000083	5/12/2016		Erica	Erica	Customer inquired how to interrupt a telephone line that is busy.	5/12/2016	Customer Care informed the customer they had reached the Relay and referred them to their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous
160521-000004	5/21/2016		Erica	Erica	Customer stated they have been receiving suspicious telephone calls not through Relay.	5/21/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
160531-000045	5/31/2016		Janelle	Janelle	Customer stated their outbound calls were being routed to the Relay.	5/31/2016	Customer Care advised customer to contact their telephone provider. Customer was satisfied.	External Complaints - Miscellaneous