



**Kansas Relay Service, Inc.**

700 SW Jackson Street, Suite 704

Topeka, Kansas 66603-3758

Voice 785-234-0307 • TDD 785-234-0207 • Fax 785-234-2304

**TALLIES OF TELECOMMUNICATIONS RELAY  
SERVICE (TRS) COMPLAINT LOG CONTENT:  
STATE OF KANSAS  
JUNE 1, 2002 THROUGH MAY 31, 2003**

**Summary prepared by Michael Byington, KRST Director**

This document is submitted to supplement the submission of complaint logs for the above noted dates. Types of complaints have been grouped into twelve (12) categories. The following includes definitions of complaints contained in each category. These definitions are listed alphabetically. Complaints, however, will be listed in descending numerical order first, and then alphabetically where more than one category experiences the same number of complaints.

**ABOUT ANOTHER PROVIDER'S RELAY CENTER:** The complaining party reached the wrong TRS center to file their complaint. It was documented that another provider had handled the call.

**CARRIER OF CHOICE (COC) NOT AVAILABLE (COC ADDED):** The CA was not able to meet the caller's COC request, but follow-up contacts allowed the requested COC to be added.

**COC OR COC CALLING PLAN DESIRED NOT AVAILABLE:** The CA was not able to meet the caller's COC request or was unable to access a certain rate plan offered by a particular carrier.

**COMMUNICATIONS ASSISTANT (CA) PERFORMANCE, EMERGENCY CALL PROCEDURES (CORRECTIVE ACTION TAKEN):** An emergency service call was mishandled by the CA. Corrective action was taken.

**CA PERFORMANCE, GENERAL CALL HANDLING:** Errors were made in the processing of calls. Corrective action was taken. This does not include

spelling or typing problems. No complaints were substantiated in these areas.

**CA PERFORMANCE UNSUBSTANTIATED AND ISSUE**

**UNRESOLVED:** The complaint was investigated, but the complaining party did not provide sufficient information in order for the complaint to be substantiated or resolved.

**EQUIPMENT PROBLEM DOCUMENTED AND CORRECTED:** There was a problem found with equipment at, or under the control of the TRS provider. Repairs or adjustments were made to resolve the problem.

**MISUNDERSTANDING OF TRS REQUIREMENTS AND**

**PROCEDURES:** CA followed all legal and usual procedures of the TRS provider, but complaint was filed because caller had inaccurate expectations of the capabilities or requirements of TRS.

**PROFILE FEATURES COMPLAINT:** The caller felt the profile should offer fields not available.

**REFERRED SPECIFICALLY TO COC FOR RESOLUTION:** The complaint was not actually with TRS, but rather with a service provided by the COC.

**REFERRED SPECIFICALLY TO CELLULAR PROVIDER FOR RESOLUTION:** The complaint was not actually with TRS, but rather with a services provided by a cellular provider.

**SPEED OF ANSWER:** Speed of answer requirements were alleged to not have been met, or caller felt speed of answer was too slow.

**SUMMARY**

CA PERFORMANCE UNSUBSTANTIATED AND ISSUE UNRESOLVED:	55
MISUNDERSTANDING OF TRS REQUIREMENTS AND PROCEDURES:	20

CA PERFORMANCE, GENERAL CALL HANDLING CORRECTIVE ACTION TAKEN):	15
COC OR COC CALLING PLAN DESIRED NOT AVAILABLE:	5
EQUIPMENT PROBLEM DOCUMENTED AND CORRECTED:	2
PROFILE FEATURES COMPLAINT:	2
ABOUT ANOTHER PROVIDER'S RELAY CENTER:	1
CARRIER OF CHOICE (COC) NOT AVAILABLE (COC ADDED):	1
CA PERFORMANCE, EMERGENCY CALL PROCEDURES (CORRECTIVE ACTION TAKEN)	1
REFERRED SPECIFICALLY TO COC FOR RESOLUTION:	1
REFERRED SPECIFICALLY TO CELLULAR PROVIDER FOR RESOLUTION:	1
SPEED OF ANSWER:	1
<b>TOTAL COMPLAINTS FOR REPORTING PERIOD</b>	<b>105</b>

**ADDENDUM:** It should perhaps be noted that KRSi obtains more specific identification information from the TRS provider about complaints on a monthly basis. Nearly half of the total number of complaints filed were from one TRS user. While this individual is obviously profoundly unsatisfied with services, most of his complaints could not be substantiated.