

# Montana Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

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## ***External Complaints-- Miscellaneous***

***Inquire Date 7/11/2007  
Record ID 14190  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 7/11/2007  
Resolution 1/15/2008***

Customer stated difficulties using their Alltel cell phone to place a call through the relay. Customer states he is asked each time for a long distance provider.

Customer Service apologized and explained why they would be asked for their long distance provider. Customer Service directed customer to their provider. Customer understood. Cell phone provider has contacted the relay to attempt to resolve this issue. Issue was resolved and customer was notified.

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## ***External Complaints-- Miscellaneous***

***Inquire Date 8/1/2007  
Record ID 14291  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 8/1/2007  
Resolution 1/15/2008***

Customer stated difficulties using their Alltel cell phone to place a call through the relay. Customer stated he is asked each time for a long distance provider.

Assistant Operations Managers apologized and explained why they would be asked for their long distance provider. Assistant Operations Manager directed customer to their provider. Customer understood. Cell phone provider has contacted the relay to attempt to resolve this issue. Issue was resolved and customer was notified.

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## ***External Complaints-- Miscellaneous***

***Inquire Date 12/28/2007  
Record ID 15231  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 12/28/2007  
Resolution 12/28/2007***

Customer stated that when dialing 711, they reach a recording that states "Your call cannot be completed as dialed, please check the number and try your call again."

Customer Service explained why this recording was being received and directed the customer to contact their provider in regards to 711 translation issue. Customer Service stated that the technical department would contact the provider as well to assist with the translation issue. Customer stated they would contact the provider.

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## ***External Complaints-- Miscellaneous***

***Inquire Date 1/29/2008  
Record ID 15413  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By James/Tina  
Response Date 1/29/2008  
Resolution 2/25/2008***

Customer stated that when placing a relay call using their cell phone, they are asked for their long distance carrier.

Customer Service forwarded the information to the technical department. The technical department discovered that the number displayed to the relay is a tower number. Customer Service explained that because of the display of a landline, the CA requests a long distance carrier and referred the customer to their cell provider. The technical department has contacted the cell phone provider to address the issue. Customer Service contacted customer to place test calls and discovered that the number had been disconnected.

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***Service Complaints--CA  
Accuracy/Spelling/Verbatim***

Customer stated that CA had too many typing errors during the course of a conversation.

***Inquire Date 8/6/2007  
Record ID 14292  
Call Taken By Lead CA  
CA Number 3089  
Responded By Jody/Diane  
Response Date 8/7/2007  
Resolution 8/7/2007***

Lead CA apologized and stated that CA would be monitored frequently. Customer was satisfied and CA was monitored. CA last typing score was 60 WPM with 99% accuracy.

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***Service Complaints--CA  
Misdialed Number***

Customer stated that CA dialed the incorrect number.

***Inquire Date 11/12/2007  
Record ID 14971  
Call Taken By Supervisor  
CA Number 6134  
Responded By Brenda/Tina  
Response Date 11/12/2007  
Resolution 11/13/2007***

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

Customer has been receiving harassing telephone calls through the relay and inquired as to what could be done. Customer stated that the call was through IP Relay.

***Inquire Date 8/17/2007  
Record ID 14321  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 8/21/2007  
Resolution 8/21/2007***

Because the customer stated the calls were coming from another Relay provider, Supervisor gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

Customer had received a fraudulent telephone call through the relay and inquired what could be done.

***Inquire Date 11/7/2007  
Record ID 14930  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 11/7/2007  
Resolution 11/7/2007***

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 obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 2/8/2008  
Record ID 15549  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 2/8/2008  
Resolution 2/8/2008***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company and 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 the call information may be released to the Court. Customer Service gave customer the number to the Montana Attorney General's Office as well to report this issue. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 3/7/2008  
Record ID 15796  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 3/7/2008  
Resolution 3/7/2008***

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company and 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 the call information may be released to the Court. Customer Service also gave customer the number for the Montana Attorney General's Office to report this issue. Customer understood.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 5/9/2008  
Record ID 16296  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 5/9/2008  
Resolution 5/9/2008***

Customer stated that several CAs have poor typing and that Spanish to English translation is not allowed on toll free numbers.

Customer Service apologized and explained that Spanish to English translation is only available on intrastate calls. Customer Service suggested that the customer note CA numbers and time/date of calls, when problems occur. Customer was satisfied. CAs continue to be monitored frequently.

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***Technical Complaints--  
Miscellaneous***

***Inquire Date 7/20/2007  
Record ID 14192  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 7/20/2007  
Resolution 7/20/2007***

Customer stated continued issues with his cell phone not working properly when attempting a call through the relay. (same customer as inquiry 14190)

Customer Service has forwarded this information to the technical department. The technical department has continued to work with the Alltel technicians. Customer will be notified when the issue has been resolved. Customer understood.

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***Technical Complaints--  
Miscellaneous***

Customer stated that he received several SKSK's across the screen and the call was disconnected.

***Inquire Date 9/29/2007  
Record ID 14628  
Call Taken By Supervisor  
CA Number 6253  
Responded By Jody/Tina  
Response Date 10/1/2007  
Resolution 10/1/2007***

Supervisor apologized and forwarded the call information to the technical department. The technical department discovered that there had been a workstation issue and the issue was resolved. Customer Service notified the customer. Customer was satisfied.

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***Technical Complaints--  
Carrier Choice not  
Available/Other Equal  
Access***

Customer requested to set up a profile with Sage as their long distance provider.

***Inquire Date 11/28/2007  
Record ID 15043  
Call Taken By At the  
Workstation  
CA Number  
Responded By Tina  
Response Date 11/28/2007  
Resolution 1/8/2008***

Lead CA stated information would be forwarded to Customer Service. Customer Service left a message for customer that Sage was not a participating provider with the relay and to please contact relay to set up a profile. There has been no return call from customer. Sage has since become a participating provider through the relay. Customer was notified and profile was set up.

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***CapTel--Complaints***

Customer stated that on their CapTel call, the captioning did not display correctly. Customer stated that there were no corrections from the CapTel CA.

***Inquire Date 2/13/2008  
Record ID 15551  
Call Taken By Customer  
Service Rep  
CA Number 6117  
Responded By Tina  
Response Date 2/13/2008  
Resolution 2/13/2008***

Customer Service apologized and forwarded the information to CapTel Customer Service. Customer understood.

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***CapTel--Complaints***

Customer stated they were billed through the incorrect carrier when placing a call through the relay.

***Inquire Date 3/11/2008  
Record ID 15889  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Diane/Barb  
Response Date 3/11/2008  
Resolution 4/4/2008***

Assistant Operations Manager forwarded the information to the technical department. The technical department discovered that the calls were not placed through the relay. It was discovered that the calls were placed through CapTel. Customer was directed to contact CapTel in regards to a profile. Relay Manager contacted CapTel to inform that default carrier for the state of Montana was incorrect. CapTel reset the default carrier.

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***CapTel--Complaints***

Customer is unable to place a call through CapTel. They push the caption button and dial the number and nothing happens.

***Inquire Date 4/22/2008***  
***Record ID 16131***  
***Call Taken By Customer***  
***Service Rep***  
***CA Number***  
***Responded By Tina***  
***Response Date 4/22/2008***  
***Resolution 4/22/2008***

Customer Service discovered that caller has Qwest for their phone provider and the customer would need the software update sent to their phone. Customer Service directed customer to call CapTel customer service to receive update. Customer was satisfied.

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***CapTel--Complaints***

Technical – General

***Inquire Date 8/17/2007***  
***Record ID 46041***  
***CA Number***  
***Responded By JL***  
***Resolution 9/5/2007***

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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***CapTel--Complaints***

Technical – General

***Inquire Date 8/24/2007***  
***Record ID 46811***  
***CA Number***  
***Responded By MMo***  
***Resolution 9/5/2007***

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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***CapTel--Complaints***

Captions Lag too far behind voice.

***Inquire Date 9/20/2007***  
***Record ID 49249***  
***CA Number***  
***Responded By PH***  
***Resolution 9/5/2007***

Customer called to report seconds of delay longer than usual. This call was reported in full detail to the Call Center for further investigation. Technical logs did not reveal anything unusual. Customer will report if further incidence occurs.

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***CapTel--Complaints***

Captions Lag too far behind voice.

***Inquire Date 9/27/2007***  
***Record ID 50050***  
***CA Number***  
***Responded By PH***  
***Resolution 9/28/2007***

Consumer reported an 'awkward' 8 second delay between some exchanges. Follow up with the call center personnel resulted in this CA's Supervisor checking-in with the CA to give feedback regarding this customer's concern. Also a higher status of sit-behind monitoring when this CA is on calls will continue to ensure quality of captioning (improved response/delay).

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***CapTel--Complaints***

Captions Lag too far behind voice.

***Inquire Date 10/31/2007***  
***Record ID 53675***  
***CA Number***  
***Responded By PH***  
***Resolution 10/31/2007***

Customer reported 2 specific calls with captioning lag time. Customer Service researched the calls and reported these incidences to our Call Center management to speak to the captionist and determine if additional training is needed to avoid such incidence. We apologized for these incidences that were out of the average range of a 4-5 seconds of caption delay. Shared with customer reasons that a call

can lag behind the norm. Noted the FCC requires 60 words per minute transcription, which the CapTel far exceeds.

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***CapTel--Complaints***

Technical - General

***Inquire Date 3/14/2008***

***Record ID 67778***

***CA Number***

***Responded By JL***

***Resolution 3/15/2008***

SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

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