

Kansas Relay Center 2008 FCC Complaint Report

6/1/07 to 5/31/08

External Complaints-- Miscellaneous

*Inquire Date 3/31/2008
Record ID 11029
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 3/31/2008
Resolution 3/31/2008*

Customer stated a delay was experienced when connecting to the CA.

Customer Service discovered that the customer's call was placed through Indiana Relay. Customer Service referred the customer to the proper relay customer service. Customer was satisfied.

Service Complaints--CA Accuracy/Spelling/Verbatim

*Inquire Date 7/10/2007
Record ID 10134
Call Taken By Lead CA
CA Number 5354
Responded By Shawna
Response Date 7/10/2007
Resolution 7/10/2007*

Customer stated that CA misspelled several words during a conversation.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 66 WPM with 99% accuracy.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 2/28/2008
Record ID 10938
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/28/2008
Resolution 2/28/2008*

Customer stated that CA did not keep her informed.

Customer Service apologized and forwarded the call information to the technical department to discover the CA number. The technical department was unable to find the call. Customer was notified that the call was not placed through Kansas Relay.

Service Complaints--CA Hung Up on Caller

*Inquire Date 8/3/2007
Record ID 10296
Call Taken By
CA Number
Responded By Chantell
Response Date 8/5/2007
Resolution 8/5/2007*

Customer stated CA hung up.

Supervisor apologized and forwarded the call information to the technical department. The technical department discovered that the customer disconnected. Customer was notified.

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

***Inquire Date 1/27/2008
Record ID 10837
Call Taken By Supervisor
CA Number 6374
Responded By Mark
Response Date 1/27/2008
Resolution 1/27/2008***

Customer stated that CA misdialed the number given.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Typing***

***Inquire Date 7/12/2007
Record ID 10143
Call Taken By Lead CA
CA Number
Responded By M. N.
Response Date 7/12/2007
Resolution 7/12/2007***

Customer stated that there are too many typing errors with the new relay service.

Customer Service apologized and stated that the CAs are tested and monitored. Customer did not have any specific CA numbers. Customer Service stated that the CAs will be monitored more frequently to ensure better typing accuracy.

***Service Complaints--CA
Typing***

***Inquire Date 7/30/2007
Record ID 10129
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 7/30/2007
Resolution 7/31/2007***

Customer stated CAs' typing was poor.

Customer Service apologized and stated that the CAs would be counseled. CAs were counseled and customer was satisfied. All CAs will continue to be monitored frequently.

***Service Complaints--CA
Typing Speed***

***Inquire Date 6/15/2007
Record ID 10039
Call Taken By Lead CA
CA Number 1233

Responded By Latrice
Response Date 6/15/2007
Resolution 6/15/2007***

Customer stated that CA was unable to type fast enough to keep up with voicing while customer was leaving an answering machine message. Customer did not have CA number.

Customer Service apologized and forwarded the call information to the technical department. The technical department discovered the CA number and CA was counseled. CA's last typing score was 66 WPM with 96% accuracy. Customer was satisfied.

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

***Inquire Date 11/5/2007
Record ID 10531
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 11/5/2007
Resolution 11/5/2007***

Customer has been receiving harassing phone calls through the relay.

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to local law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

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

***Inquire Date 1/15/2008
Record ID 10802
Call Taken By Supervisor
CA Number
Responded By Kerry
Response Date 1/15/2008
Resolution 1/15/2008***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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--
Fraudulent/Harassment
Call***

***Inquire Date 2/8/2008
Record ID 10870
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/8/2008
Resolution 2/8/2008***

Officer was investigating harassing telephone calls through the relay.

Customer Service explained that if a court order is issued, then at that time call information may be released to the Court.

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

***Inquire Date 2/22/2008
Record ID 10894
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/22/2008
Resolution 2/22/2008***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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--
Fraudulent/Harassment
Call***

***Inquire Date 2/25/2008
Record ID 10904
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/25/2008
Resolution 2/25/2008***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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--
Miscellaneous***

***Inquire Date 6/1/2007
Record ID 9840
Call Taken By Customer
Service Rep
CA Number 5279
Responded By Chantell
Response Date 6/1/2007
Resolution 6/1/2007***

Customer stated that the new relay has several changes. Customer stated that CA's accuracy was poor.

Customer Service apologized and explained the changes to the relay. CA's last typing score was 63 WPM with 96% accuracy. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 6/12/2007
Record ID 10046
Call Taken By Supervisor
CA Number
Responded By B M
Response Date 6/12/2007
Resolution 6/12/2007***

Customer stated several things had changed with the new relay provider. Customer stated that users were not notified of the change and that the CAs are not personable.

Customer Service apologized and explained the changes. A profile was implemented. Customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 8/20/2007
Record ID 10245
Call Taken By Customer
Service Rep
CA Number
Responded By Beth
Response Date 8/21/2007
Resolution 8/27/2007***

Customer stated that all CAs typing and spelling are poor.

Customer Service explained procedural changes and outreach programs in place to address these concerns. Customer Service further explained that these changes are designed to make a positive difference in call processing. Customer Service offered a profile for faster connections and specific instructions for the CA.

***Service Complaints--
Miscellaneous***

Customer reported poor spelling, extended lag times, and unnecessary tone of voice descriptions.

***Inquire Date 9/13/2007
Record ID 10348
Call Taken By Outreach
Coordinator
CA Number
Responded By Kristi/Chantell
Response Date 9/13/2007
Resolution 9/13/2007***

Outreach submitted the inquiry to Customer Service. Customer Service explained procedural changes in place to improve spelling and overall call processing.

***Service Complaints--
Miscellaneous***

Customer stated there is a delay when the CA is connecting their calls.

***Inquire Date 1/10/2008
Record ID 10766
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 1/10/2008
Resolution 1/10/2008***

Customer Service apologized and suggested a profile to be set up. Profile was implemented and customer was notified.

***Service Complaints--
Miscellaneous***

Customer stated that they continually experience delays in reaching a CA.

***Inquire Date 2/19/2008
Record ID 10931
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/19/2008
Resolution 2/19/2008***

Customer Service suggested a profile to identify connect mode. Profile was implemented and customer was appreciative.

***Service Complaints--
Miscellaneous***

Customer stated a delay has been experienced by their mother when a relay call is received. Customer stated that mother is a VCO user.

***Inquire Date 3/20/2008
Record ID 11020
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 3/20/2008
Resolution 3/20/2008***

Customer Service apologized and suggested a profile for correct connect mode. Profile was implemented and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated that CA did not respond when interrupted.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 4/28/2008
Record ID 11094
Call Taken By Supervisor
CA Number 6364
Responded By Brenda
Response Date 4/28/2008
Resolution 4/28/2008*

***Service Complaints--Poor
Vocal Clarity/Enunciation***

Customer stated that CAs do not speak clearly or loud enough. Customer stated that CAs are disconnecting calls.

*Inquire Date 9/15/2007
Record ID 10319
Call Taken By Lead CA
CA Number
Responded By Jason
Response Date 9/15/2007
Resolution 9/15/2007*

Lead CA forwarded the information to the technical department. The technical department was unable to discover any disconnected calls. Customer Service explained that extensive monitoring of all CAs will continue.

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer reported frequent delays in reaching STS CAs during evening hours.

Customer Service attempted to reach customer. Customer Service will inform customer of procedural and staffing changes made to avoid delays. Customer was notified.

*Inquire Date 8/22/2007
Record ID 10253
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 8/22/2007
Resolution 9/1/2008*

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

Customer stated issue with long distance provider not participating with relay.

Customer Service explained that Nuvox was not a participating carrier through the relay. Customer Service forwarded the information to the technical department. The technical department continues to work with Nuvox to become a participating carrier. Customer Service offered a profile for an alternate carrier. Customer refused at this time. As of 5/31/08, Nuvox is still not a participating provider through the relay.

*Inquire Date 6/4/2007
Record ID 9921
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 6/4/2007
Resolution 6/4/2007*

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

Representative requested letter of authorization to become a participating long distance provider with the relay.

Customer Service forwarded the appropriate information to the representative. There has been no response at this time.

***Inquire Date 10/25/2007
Record ID 10409
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 10/25/2007
Resolution 10/25/2007***

CapTel Complaints

Disconnect/Reconnect during calls

***Inquire Date 1/3/2008
Record ID 59620
CA Number
Responded By KM
Resolution 1/3/2008***

Customer noted a few disconnect/reconnection incidences. Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
