

Wyoming Relay
 June 2007 – May 2008
 Complaint Log Summary

June 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in June 2007		

Wyoming Relay
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July 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in July 2007		

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August 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolusion	Explanation of Resolution
14330	8/9/2007	#51 Fraudulent/ Harassment Call	Business has been receiving fraudulent telephone calls and requested written information concerning these types of calls.	9/25/2007	Relay Manager mailed information to the customer. Customer was satisfied. Customer Service has since contacted this customer to follow up on this issue and make sure the situation has improved but there has been no response to the messages that have been left.
14373	8/27/2007	#55 CapTel Complaints	Customer stated that their CapTel phone was not working properly.	8/27/2007	Customer Service directed the customer to CapTel Customer Service, as the customer's issue required further technical assistance. Customer was satisfied.

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September 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in September 2007		

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October 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
14905	10/31/2007	#55 CapTel Complaints	Customer stated that there is a lot longer delays then usual on their CapTel device and it is making the conversation hard to understand.	10/31/2007	Customer Service stated that the issue required further technical assistance and forwarded the information to CapTel to contact the customer and troubleshoot the device. Customer was satisfied.

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November 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
15044	11/27/2007	#49 Misc. Technical Complaint	Customer stated they are unable to place a call to Canada through the relay.	4/24/2008	Customer Service apologized and stated that this information would be forwarded to the technicians. The technical department discovered an issue with the way the call is identifying through the relay. The problem was resolved when the next workstation load was released. Customer Service has attempted several times to notify the customer but there has been no answer and several messages have been left.

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December 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolusion	Explanation of Resolution
15135	12/11/2007	#51 Fraudulent/ Harassment Call	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.	12/12/2007	Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager 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.

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January 2008

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
15421	1/22/2008	#51 Fraudulent/ Harassment Call	Business has been receiving fraudulent telephone calls through the relay and inquired how to identify fraudulent users	1/22/2008	Assistant Operations Manager suggested that the customer contact their local telephone company and report the incident to law enforcement. Assistant Operations Manager 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. Assistant Operations Manager offered suggestions on how to identify and prevent fraudulent calls. Customer was satisfied.

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February 2008

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
64918	2/19/2008	#55 CapTel Complaints	Technical – General	2/22/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
64976	2/20/2008	#55 CapTel Complaints	Technical – General	2/21/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
65033	2/20/2008	#55 CapTel Complaints	Technical – General	2/21/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
65637	2/20/2008	#55 CapTel Complaints	Technical – General	2/21/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
65268	2/22/2008	#55 CapTel Complaints	Technical-General	2/22/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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February 2008 Cont'd.

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
65383	2/22/2008	#55 CapTel Complaints	Technical – General	2/22/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
65221	2/22/2008	#55 CapTel Complaints	Technical – General	2/22/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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March 2008

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
66225	3/3/2008	#55 CapTel Complaints	Technical-General	3/3/2008	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 routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
15756	3/3/2008	#57 Fraudulent/ Harassment Call	Customer has been receiving fraudulent telephone calls and inquired what could be done.	3/3/2008	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 understood.
15885	3/17/2008	#56 External Complaints	Customer stated difficulties placing a relay call using their Verizon cell phone.	3/17/2008	Customer Service forwarded the information to the technical department. The technical department discovered that the relay was receiving a tower number, not the customer's cell phone number. Customer Service directed the customer to contact the provider regarding this issue. Customer understood.

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April 2008

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16001	4/7/2008	#56 External Complaints	Verizon representative contacted the relay and stated that their customer has been unable to place a call on their cell phone through the relay.	4/24/2008	Customer Service attempted to acquire call information from Verizon representative to check into this issue and when Verizon representative inquired if their information could be forwarded to the relay, the customer hung up. Verizon contacted the customer after a translation fix and the customer stated that calls are working properly. Customer was satisfied.

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May 2008

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16535	5/29/2008	#48 711 Problems	Customer stated that whenever they dial 711 from the office number they hear TTY tones.	6/2/2008	Supervisor apologized to the customer and suggested a profile. Supervisor acquired information to set up the profile and stated the profile would be set up within 24 to 72 hours. Profile was implemented and customer was satisfied.