

**Wyoming Relay
June 2007 – May 2008
Total Complaints by Category**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#0 CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 Didn't Follow Customer Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 Everything Related	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#0 Replaced CA Improperly in	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
2 Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#1 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
3 #1 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
4 #1 Didn't Follow Voice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
5 Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#1 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
6 #1 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
7 #1 Didn't Follow Emergency Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
8 Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#1 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
9 #2 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
0 #2 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
1 #2 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
2 #2 CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
3 #2 CA Gave Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
4 #2 CA Did Not Follow	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
5 Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#2 Improper Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
6 #2 Improper Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
7 #2 Improper Handling of Three	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
3 #4 STS Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
4 #4 Caller ID Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
5 #4 Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
6 #4 Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
7 #4 711 Problems	0	0	0	0	0	0	0	0	0	0	0	1	1	50%
8 #4 Miscellaneous Technical Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	50%
9 TOTAL	0	0	0	0	0	1	0	0	0	0	0	1	2	100%
MISC COMPLAINTS														
#5 0 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#5 1 Fraudulent/Harassment Call	0	0	1	0	0	0	1	1	0	1	0	0	4	25%
#5 2 No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#5 3 LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#5 4 911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#5 5 <i>CapTel</i> Complaints	0	0	1	0	1	0	0	0	7	1	0	0	10	62.5%
#5 6 External Complaints	0	0	0	0	0	0	0	0	0	1	1	0	2	12.5%
#5 7 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

TOTAL	0	0	2	0	1	0	1	1	1	7	3	1	0	16	100%
TOTAL COMPLAINTS	0	0	2	0	1	1	1	1	1	7	3	1	1	18	