

Wyoming Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

External Complaints-- Miscellaneous

Inquire Date 3/17/2008
Record ID 15885
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 3/17/2008
Resolution 3/17/2008

Customer stated difficulties placing a relay call using their Verizon cell phone.

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.

External Complaints-- Miscellaneous

Inquire Date 4/7/2008
Record ID 16001
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 4/7/2008
Resolution 4/24/2008

Verizon representative contacted the relay and stated that their customer has been unable to place a call on their cell phone through the relay.

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 customer stated that calls are working properly. Customer was satisfied.

Service Complaints-- Fraudulent/Harassment Call

Inquire Date 8/9/2007
Record ID 14330
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 8/9/2007
Resolution 9/25/2007

Business has been receiving fraudulent telephone calls and requested written information concerning these types of calls.

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.

Service Complaints-- Fraudulent/Harassment Call

Inquire Date 12/11/2007
Record ID 15135
Call Taken By Operations Mgr
CA Number
Responded By Barb

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

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.

Wyoming Division of Vocational Rehabilitation
Department of Workforce Services

Response Date 12/12/2007
Resolution 12/12/2007

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

Inquire Date 1/22/2008
Record ID 15421
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/22/2008
Resolution 1/22/2008

Business has been receiving fraudulent telephone calls through the relay and inquired how to identify fraudulent users.

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 to identify fraud and prevent fraudulent calls. Customer was satisfied.

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

Inquire Date 3/3/2008
Record ID 15756
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 3/3/2008
Resolution 3/3/2008

Customer has been receiving fraudulent telephone calls 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 understood.

***Technical Complaints--711
Problems***

Inquire Date 5/29/2008
Record ID 16535
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 6/2/2008
Resolution 6/2/2008

Customer stated that whenever they dial 711 from the office number they hear TTY tones.

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.

***Technical Complaints--
Miscellaneous***

Inquire Date 11/27/2007
Record ID 15044
Call Taken By Customer
Service Rep
CA Number

Customer stated they are unable to place a call to Canada through the relay.

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.

Responded By Tina
Response Date 11/27/2007
Resolution 4/24/2008

CapTel--Complaints

Customer stated that their CapTel phone was not working properly.

Inquire Date 8/27/2007
Record ID 14373
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 8/27/2007
Resolution 8/27/2007

Customer Service directed the customer to CapTel Customer Service, as the customer's issue required further technical assistance. Customer was satisfied.

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.

Inquire Date 10/31/2007
Record ID 14905
Call Taken By Customer
Service Rep
CA Number
Responded By Connie/Christa
Response Date 10/31/2007
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 2/19/2008
Record ID 64918
CA Number
Responded By SC
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 2/20/2008
Record ID 64976
CA Number
Responded By KM
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 2/20/2008
Record ID 65033
CA Number
Responded By JL
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 2/20/2008
Record ID 65637
CA Number
Responded By PH
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65268
CA Number
Responded By KM
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65383
CA Number
Responded By EB
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65221
CA Number
Responded By EY
Resolution 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.

CapTel Complaints

Technical - General

Inquire Date 3/3/2008
Record ID 66225
CA Number
Responded By ST
Resolution 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.
