

Wyoming Relay  
June 2008 – May 2009  
Complaint Log Summary

**June 2008**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16679	6-9-08	17	Customer stated that the CA was rude and continued to interrupt the voice party by requesting the voice user to slow down.	6-16-08	Relay Manager apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.
16687	6-26-08	56	Customer stated that when attempting to place a long distance call through the relay, they receive an operator generated recording stating that the call did not go through.	6-26-08	Supervisor explained why the customer would be receiving this recording and directed customer to their long distance provider. Supervisor verified the customer's profile was set correctly. Customer understood.
16881	6-26-08	17	Customer stated that CA was rude on a call.	7-1-08	Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.
16896	6-28-08	49	Customer stated that they are experiencing difficulties placing calls through the relay. Customer stated that at times their profile does not display at the workstation.	6-28-08	Customer Service discovered that the customer occasionally dials different relay access numbers and was profiled for only one. Customer Service updated the customer's profile and customer was satisfied.
16688	6-30-08	51	Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do	6-30-08	Because the customer stated the calls were coming from another Relay provider, Customer Service 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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June 2008 – May 2009  
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**July 2008**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no customer complaints in July 2008.		

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June 2008 – May 2009  
Complaint Log Summary

**August 2008**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
17168	8-6-08	49	Customer asked why when dialing through the relay, their long distance company Bresnan shows on the screen as Qwest. Customer feels that the relay should display the correct carrier.	8-6-08	Customer Service explained that Qwest displays instead of Bresnan as they are a resale provider. Customer suggestion has been forwarded to management. Customer understood. 03-09: Relay updated system to allow the correct carrier information to display.
17171	8-7-08	48	Customer stated they were unable to reach the relay through 7-1-1 and had to use the toll-free number.	8-7-08	Supervisor attempted to gather customer information to look into issue; customer refused and hung up. Relay is unable to follow up with this issue as there is no telephone number or name of a carrier to work with.

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Complaint Log Summary

**September 2008**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No customer complaints for September 2008		

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June 2008 – May 2009  
Complaint Log Summary

**October 2008**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
17718	10-7-08	#49	Customer stated that each time they dial an international number through the relay, they receive an error and the call will not go through	10-7-08	Customer Service apologized and stated that information would be forwarded to the technical department. The technical department placed test calls through the relay, which were successful. Customer was notified.
17756	10-16-08	#03	Customer stated the CAs are unable to retrieve his messages from his voice answering machine. Customer stated he gives the CAs instructions each time.	10-16-08	Lead CA apologized and explained that with an automatic VCO connection, the CA must change the connect mode to enter the password. Lead CA offered to update their profile, so that they would not need to give instructions each time. Customer refused and hung up.

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Complaint Log Summary

**November 2008**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No customer complaints in November 2008		

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**December 2008**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
98434	12-12-08	#55	Customer stated they were unable to place a CapTel call.	12-12-08	CapTel technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Customer was satisfied.
18209	12-17-08	#51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done	12-17-08	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.
18353	12-30-08	#45	Customer stated that when placing a call to her daughter that the number was incorrect on the caller ID.	12-31-08	Supervisor forwarded the information to the technical department. The technical department discovered a workstation issue, which was resolved. Test calls were placed, which were successful. Customer was satisfied.

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**January 2009**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
18473	1-22-09	#51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done	1-22-09	Supervisor suggested that the customer contact their local telephone company and 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 the call information may be released to the Court. Customer understood.

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Complaint Log Summary

**February 2009**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No Customer Complaints for February 2009		

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**March 2009**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
18797	3-3-09	#51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.	3-3-09	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.
110475	3-26-09	#55	Customer reported difficulty making CapTel calls	3-26-09	At 12:40 pm CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 pm CST CapTel's supplier reestablished its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. Customer confirmed ability to make their call.

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**April 2009**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
115290	4-24-09	55	Customer complained that captions were stopping in the middle of his calls	4-24-09	Customer was advised that research indicated a poor phone connection as the reason for interrupted captions. Customer redialed the call successfully.

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**May 2009**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
19314	5-5-09	51	Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.	5-5-09	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. Additional information on relay service and preventing relay fraud was mailed to customer.
19339	5-13-09	51	Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.	5-13-09	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.
19387	5-22-09	39	Customer requested a profile for her mother with the long distance provider as TCT West.	5-22-09	Customer Service acquired the information and explained that TCT West was not a participating provider through the relay. Customer Service offered an alternative provider until TCT West was available. Customer declined and Customer Service contacted the carrier. A LOA request was forwarded to the provider.