

**Wyoming Relay
June 2008 – May 2009
Total Complaints by Category**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Customer Inst.	0	0	0	0	1	0	0	0	0	0	0	0	1	33.33%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	2	0	0	0	0	0	0	0	0	0	0	0	2	66.67%
#18 Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	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.

#21	Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#22	Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#23	CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#24	CA Gave Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#25	CA Did Not Follow Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#26	Improper Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#27	Improper Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#28	Improper Handling of Three Way Calling	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#29	Improper Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#30	CA Hung Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#31	Miscellaneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0%	
	TOTAL	2	0	0	0	1	0	0	0	0	0	0	3	100%	
	TECHNICAL COMPLAINTS														
#32	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#33	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#34	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#35	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#36	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#37	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#38	Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#39	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	1	1	16.67%	
#40	Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#41	Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#42	VCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#43	HCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#44	STS Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#45	Caller ID Not Working Properly	0	0	0	0	0	1	0	0	0	0	0	1	16.67%	
#46	Ringing/No Answer	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.

#47	Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#48	711 Problems	0	0	1	0	0	0	0	0	0	0	0	1	16.67%	
#49	Miscellaneous Technical Complaint	1	0	1	0	1	0	0	0	0	0	0	3	50%	
TOTAL		1	0	2	0	1	0	1	0	0	0	0	1	6	100%
MISC COMPLAINTS															
#50	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#51	Fraudulent/Harassment Call	1	0	0	0	0	0	1	1	0	1	0	2	6	60.00%
#52	No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#53	LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#54	911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#55	CapTel Complaints	0	0	0	0	0	0	1	0	0	1	1	0	3	30.00%
#56	External Complaints	1	0	0	0	0	0	0	0	0	0	0	0	1	10.00%
#57	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL		2	0	0	0	0	0	2	1	0	2	1	2	10	100%
TOTAL COMPLAINTS		5	0	2	0	2	0	3	1	0	2	1	3	19	