

Wyoming Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

Service Complaints—Didn't Follow Customer's Instructions

Customer stated the CAs are unable to retrieve his messages from his voice answering machine. Customer stated he gives the CAs instructions each time.

Inquire Date 10/16/2008
Record ID 17756
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 10/16/2008
Resolution 10/16/2008

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 the profile, so that they would not need to give instructions each time. Customer refused and hung up.

Service Complaints—Agent Was Rude

Customer stated that the CA was rude and continued to interrupt the voice party by requesting the voice user to slow down.

Inquire Date 6/9/2008
Record ID 16679
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 6/16/2008
Resolution 6/16/2008

Relay Manager apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints—Agent Was Rude

Customer stated that CA was rude on a call.

Inquire Date 6/26/2008
Record ID 16881
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 7/1/2008
Resolution 7/1/2008

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

Technical Complaints—Carrier Choice Not Available/Other Equal Access

Customer requested a profile for her mother with the long distance provider as TCT West.

Inquire Date 5/22/2009
Record ID 19387
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/22/2009
Resolution

Customer Service acquired the information and explained that TCT West was not a participating provider through the relay. Customer Service offered an alternate provider until TCT West was available. Customer declined and Customer Service contacted the carrier. A letter of authorization request was forwarded to the provider.

**Technical Complaints—
Caller ID Not Working
Properly**

*Inquire Date 12/30/2008
Record ID 18353
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/31/2008
Resolution 12/31/2008*

Customer stated that when placing a call to her daughter that the number was incorrect on the caller ID.

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.

**Technical Complaints—711
Problems**

*Inquire Date 8/7/2008
Record ID 17171
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 8/7/2008
Resolution 8/7/2008*

Customer stated they were unable to reach the relay through 7-1-1 and had to use the toll free number.

Supervisor attempted to gather customer information to look into issue and customer refused to give information. Customer 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.

**Technical Complaints—
Miscellaneous**

*Inquire Date 6/28/2008
Record ID 16896
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 6/28/2008
Resolution 6/28/2008*

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.

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.

**Technical Complaints—
Miscellaneous**

*Inquire Date 8/6/2008
Record ID 17168
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 8/6/2008
Resolution 8/6/2008*

Customer asked why when dialing through the relay, their long distance company Bresnan shows on the screen as Quest. Customer feels that the relay should display the correct carrier.

Customer Service explained why the customer sees Qwest and not Bresnan on the screen as they are a resale provider. Customer Service stated this suggestion would be forwarded to management. Customer understood. Relay updated system on 3/09 allowing Bresnan to be displayed and customer was notified.

**Technical Complaints—
Miscellaneous**

Customer stated that each time they dial an international number through the relay, they receive an error and the call will not go through.

**Inquire Date 10/7/2008
Record ID 17718
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 10/7/2008
Resolution 10/7/2008**

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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

**Inquire Date 6/30/2008
Record ID 16688
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 6/30/2008
Resolution 6/30/2008**

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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

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

**Inquire Date 12/17/2008
Record ID 18209
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 12/18/2008
Resolution 12/18/2008**

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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

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

**Inquire Date 1/22/2009
Record ID 18473
Call Taken By Supervisor
CA Number
Responded By BJR
Response Date 1/22/2009
Resolution 1/22/2009**

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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Inquire Date 3/3/2009
Record ID 18797
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 3/3/2009
Resolution 3/3/2009

Customer has been receiving fraudulent telephone calls through the relay 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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Inquire Date 5/5/2009
Record ID 19314
Call Taken By State Relay
Office
CA Number
Responded By Tina
Response Date 5/5/2009
Resolution 5/5/2009

Customer has been receiving fraudulent telephone calls through the relay 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. Additional information on relay service and preventing relay fraud was mailed to customer.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Inquire Date 5/13/2009
Record ID 19339
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 5/13/2009
Resolution 5/13/2009

Customer has been receiving fraudulent telephone calls through the relay 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.

**Miscellaneous
Complaints—
CapTel Complaints**

Inquire Date 12/12/2008
Record ID 98434
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 12/12/2008
Resolution 12/12/2008

Customer stated that they were having technical difficulties and unable to successfully complete a call through the CapTel service.

Customer Service forwarded the information to technical support. Technical support added a new area code/prefix combination to the system database which allowed the customer to successfully complete a captioned call through the CapTel service. Customer was satisfied.

**Miscellaneous
Complaints—
CapTel Complaints**

**Inquire Date 3/26/2009
Record ID 110475
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 3/26/2009
Resolution 3/26/2009**

Customer stated having technical difficulties in placing a call.

Customer Service investigated and discovered that a major network supplier that CapTel relies on experienced difficulties which impacted a number of CapTel calls. CapTel's supplier was able to re-establish its link allowing all calls to be routed and processed as usual. Customer Service noted that daily service levels were met that day as only a small amount of calls were affected. Customer Service notified the customer that the issue was resolved.

**Miscellaneous
Complaints—
CapTel Complaints**

**Inquire Date 4/24/2009
Record ID 115290
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 4/24/2009
Resolution 4/24/2009**

Customer stated that the captions stopped in the middle of their call.

Customer Service investigated and discovered that a poor telephone connection caused the interrupted captions. Customer Service notified the customer, test calls were placed which were successful.

**Miscellaneous
Complaints—
External Complaints**

**Inquire Date 6/26/2008
Record ID 16687
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 6/26/2008
Resolution 6/26/2008**

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.

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.