

Montana Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

External Complaints-- Miscellaneous

Customer stated that their client reaches an international number when dialing the relay's toll free number.

Inquire Date 5/26/2009
Record ID 19418
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/26/2009
Resolution 5/26/2009

Customer Service discovered the customer was using a programmed speed dial to reach the relay from their TTY. Customer Service explained about resetting this speed dial to verify it is set correctly. Customer Service suggested servicing the TTY, but customer stated they had recently replaced the TTY for the client. Customer stated that the issue had not reoccurred since the client received their new equipment. Customer Service explained that it was possible the old equipment had been misdialing. Customer understood.

Service Complaints-- Fraudulent/Harassment Call

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

Inquire Date 10/1/2008
Record ID 17505
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/1/2008
Resolution 10/1/2008

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 Service also gave customer the number for the Montana Attorney General's office to report this issue to. Customer understood.

Service Complaints-- Fraudulent/Harassment Call

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

Inquire Date 2/7/2009
Record ID 18584
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/7/2009
Resolution 2/7/2009

Lead CA suggested that the customer contact their local telephone company and report the incident to law enforcement. Lead CA 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. Lead CA also gave customer the number for the Montana Attorney General's office to report this issue to. Customer understood.

Service Complaints--Poor Vocal Clarity/Enuciation

Customer stated that CA had no inflection in their voice and sounded robotic.

Inquire Date 7/18/2008
Record ID 16895
Call Taken By Operations Mgr
CA Number 6270
Responded By Diane
Response Date 7/18/2008
Resolution 7/18/2008

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

Technical Complaints--711 Problems

Inquire Date 9/19/2008
Record ID 17501
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/19/2008
Resolution 10/10/2008

Customer stated they cannot reach 7-1-1 or the toll free number from their cell phone.

Customer Service directed customer to contact carrier and Customer Service would contact the carrier also. Customer Service spoke to the carrier and they were forwarding this issue to their technicians. Carrier and customer were contacted. Issue had been resolved.

Technical Complaints--Connect Time (TTY/Voice)

Inquire Date 9/23/2008
Record ID 17504
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/23/2008
Resolution 9/23/2008

Customer stated that every time they dial 7-1-1 it connects in TTY mode at the relay, but everyone in their office connects in voice.

Customer Service acquired information and suggested a profile for the three office numbers to be set to voice connect mode. Profiles were implemented and customer was satisfied.

Technical Complaints--Miscellaneous

Inquire Date 5/8/2009
Record ID 19334
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/8/2009
Resolution 5/8/2009

Customer stated she received a call with no typing or identification from the relay.

Supervisor explained that this could be due to calls that are dialed direct, not through the relay. Customer was satisfied and hung up before test calls could be offered.

CapTel--Complaints

Inquire Date 6/19/2008
Record ID 78559
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 6/19/2008
Resolution 6/20/2008

Customer stated that difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

CapTel--Complaints

Inquire Date 1/16/2009
Record ID 101386
Call Taken By CTI
CA Number
Responded By D.F.
Response Date 1/16/2009
Resolution 1/16/2009

Customer stated issues with the accuracy of captions and shared specific call data.

Customer Service apologized for the incident and thanked the customer for their feedback. Details of the incident were shared with the Call Center Management, the appropriate supervisor followed up with the specific CA regarding this matter.

CapTel--Complaints

Customer stated that the CapTel CA did not handle their call verbatim. Customer turned off captioning and reconnected with a different CapTel CA that processed the call correctly.

Inquire Date 1/15/2009

Record ID 18458

Call Taken By Customer Service

CA Number 3286

Responded By Tina

Response Date 1/19/2009

Resolution 1/23/2009

Customer Service stated that this information would be forwarded to CapTel customer service so that the CapTel CA could be counseled and monitored. CapTel CA was monitored and counseled. Customer was satisfied.

CapTel--Complaints

Montana Telecommunications Access stated on the customer's behalf that their CapTel device did not allow a call to be placed while vacationing in California.

Inquire Date 2/20/2009

Record ID 18721

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 2/27/2009

Resolution 2/27/2009

Customer Service forwarded information to CapTel Customer Service and discovered that California does not allow roaming for CapTel. Customer Service suggested WebCapTel, for more accessibility when traveling. Customer understood.
