

Relay Iowa 2009 FCC Complaint Report

6/1/08 to 5/31/09



External Complaints-- Miscellaneous

Inquire Date 8/7/2008
Record ID 17269
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/7/2008
Resolution 8/7/2008

Customer has been unable to process a call correctly through their cell phone. Customer stated they are receiving an operator recording.

Customer Service apologized to customer and explained possible reasons why the recording was received. Customer Service directed customer to their provider and also offered to work with the provider. Customer stated they would return a call after speaking to the provider. There has been no return call from customer in regards to this issue.

External Complaints-- Miscellaneous

Inquire Date 8/18/2008
Record ID 17271
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/18/2008
Resolution 10/22/2008

Customer has been unable to place long distance calls through relay using their long distance carrier, Long Lines.

Customer Service worked with the carrier and discovered that they had a new temporary carrier identification code. Customer Service set up a temporary profile. Customer was satisfied. Carrier contacted relay and stated that carrier code is back to original code and everything should be fine. Temporary profile was removed for customer and everything is working properly.

External Complaints-- Miscellaneous

Inquire Date 9/18/2008
Record ID 17502
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 9/22/2008
Resolution

Customer stated they are unable to place a long distance call through the relay even though the correct carrier was selected.

Lead CA apologized and stated that this information would be forwarded to Customer Service to return a call. Additionally, Lead CA directed customer to contact their carrier in regards to this issue. Customer Service returned a call to customer but there has been no answer.

External Complaints-- Miscellaneous

Inquire Date 10/29/2008
Record ID 17858
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/29/2008
Resolution 10/29/2008

Customer inquired how the relay works and why they would be unable to place a call through their office phone system to the relay.

Customer Service explained how the relay works and offered to work with the office telephone administrator to ensure calls could be placed. Customer refused but stated that they understood.

**External Complaints--
Miscellaneous**

Customer stated that they are unable to place a call through the relay with a cell phone. Customer stated that the call is showing as a normal line and not a cell phone.

**Inquire Date 1/10/2009
Record ID 18403
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 1/13/2009
Resolution 1/13/2009**

Lead CA offered a profile and forwarded the information to the technical department. The department implemented the profile. Customer was notified and satisfied.

**External Complaints--
Miscellaneous**

Customer stated that neither he or his wife are deaf but whenever he dials from his cell phone to her cell phone it is automatically answered by the relay.

**Inquire Date 2/3/2009
Record ID 18586
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/3/2009
Resolution 2/3/2009**

Customer Service apologized and directed customer to their cell phone provider to inquire if call forwarding may have been activated. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer inquired about the status of their complaint concerning the inability to use his cell phone to contact his mother through the relay.

**Inquire Date 3/7/2009
Record ID 18808
Call Taken By Supervisor
CA Number
Responded By Ryan
Response Date 3/9/2009
Resolution 3/9/2009**

Supervisor forwarded the customer to Customer Service, who explained that the cell phone was identifying as a landline. Customer Service explained that a temporary profile would be set up with the relay and directed customer to contact their cell phone provider. Customer understood and temporary profile was set to allow calls.

**External Complaints--
Miscellaneous**

Customer stated they are unable to place a call correctly using their cell phone. Customer stated they have US Cellular for their provider.

**Inquire Date 5/15/2009
Record ID 19416
Call Taken By Lead CA
CA Number
Responded By BJR
Response Date 5/15/2009
Resolution 5/15/2009**

Lead CA verified the cell phone number and a profile was set for the customer. Customer Service contacted the cell phone provider. Customer was notified and satisfied.

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

***Inquire Date 8/11/2008
Record ID 17191
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/11/2008
Resolution 8/11/2008***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert the relay of this issue. It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

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

***Inquire Date 11/3/2008
Record ID 17961
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 11/3/2008
Resolution 11/3/2008***

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

Because the customer stated the calls were coming from another Relay provider, Relay Iowa Outreach Project Manager gave the appropriate Customer Service number for the other provider to the customer. Relay Iowa Outreach Project Manager suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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

***Inquire Date 2/4/2009
Record ID 18588
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/4/2009
Resolution 2/4/2009***

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

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.

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

***Inquire Date 3/4/2009
Record ID 18804
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/4/2009
Resolution 3/4/2009***

Officer was investigating a fraudulent telephone call, but stated that the call came from another relay provider.

Customer Service directed the officer to the correct relay provider. Officer was satisfied.

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

***Inquire Date 4/8/2009
Record ID 19070
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/8/2009
Resolution 4/8/2009***

Officer was investigating harassing telephone call issue with another relay provider.
Customer Service directed the officer to the other relay provider's customer service number.
Customer was satisfied.

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

***Inquire Date 4/13/2009
Record ID 19120
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/13/2009
Resolution 4/13/2009***

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.

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

***Inquire Date 5/21/2009
Record ID 19420
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/21/2009
Resolution 5/21/2009***

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.

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

***Inquire Date 5/26/2009
Record ID 19422
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/26/2009
Resolution 5/26/2009***

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

**Service Complaints--
Miscellaneous**

Customer stated that his aunt is unable to reach him on his cell phone through the relay and insteads receives a recording.

**Inquire Date 11/24/2008
Record ID 18051
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/24/2008
Resolution 11/24/2008**

Customer Service placed a test call and explained that the recording that was received was generated by the cell phone company. Customer Service directed the customer to contact the cell phone provider. Customer understood.

**Technical Complaints--711
Problems**

Customer stated that every time they dial 7-1-1 they receive a busy signal in their area.

**Inquire Date 8/25/2008
Record ID 17270
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/25/2008
Resolution 9/3/2008**

Customer Service apologized and directed customer to the toll free number. Customer Service forwarded information to the technical department. It was discovered that this was an issue with Qwest and the customer and the technical department have been working with Qwest. Qwest resolved the issue and customer was notified.

**Technical Complaints--711
Problems**

Customer stated that occasionally they experience long delays when dialing into the relay using 7-1-1.

**Inquire Date 9/3/2008
Record ID 17398
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/3/2008
Resolution 9/3/2008**

Customer Service explained that when the relay experiences large numbers of calls, there may be a longer delay in reaching a CA. No call information was given and customer was satisfied.

**Technical Complaints--711
Problems**

Customer stated that they have been unable to reach the relay when dialing 7-1-1.

**Inquire Date 9/9/2008
Record ID 17452
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/10/2008
Resolution 9/12/2008**

Customer Service contacted the carrier and the translation number was reset. Customer was notified and a test call was placed, which was successful. Customer was satisfied.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 2/12/2009
Record ID 18657
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/12/2009
Resolution 2/12/2009

Customer stated there was a long wait time to reach a CA.

Lead CA apologized and stated that the relay had been extremely busy and suggested customer try their call again. Customer understood. Calls were answered at 95% within 10 seconds for the day.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 2/14/2009
Record ID 18661
Call Taken By At the Workstation
CA Number
Responded By Val
Response Date 2/16/2009
Resolution 2/16/2009

Customer stated there was a long wait time to reach a CA.

Lead CA apologized and stated that the relay had been extremely busy and suggested the customer try their call again. Customer understood. Calls were answered at 89% within 10 seconds for the day.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 3/3/2009
Record ID 18806
Call Taken By Program Mgr
CA Number
Responded By Lori
Response Date 3/4/2009
Resolution 3/4/2009

Customer stated that they had been attempting to reach the relay for several minutes, but was unable to reach a CA.

Relay Iowa Outreach Project Manager apologized and explained that relay was very busy and suggested customer attempt their call again. Customer understood. Calls were answered at 93% within 10 seconds for the day.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 4/17/2009
Record ID 19126
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 4/20/2009
Resolution 4/20/2009

Customer stated that he has been unable to reach the relay for quite sometime today. Customer also wondered about any cell phone equipment that will work correctly with the relay and his VCO device.

Supervisor apologized and stated the relay has been extremely busy. Supervisor stated that Customer Service would return a call to customer in regards to equipment issue. Customer Service returned a call to customer and explained about equipment and possibly using Internet Relay through a wireless device as well. Customer was satisfied. Calls were answered at 94% within 10 seconds for the day.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 8/11/2008
Record ID 17364
Call Taken By Lead CA
CA Number
Responded By Courtney
Response Date 8/11/2008
Resolution 5/28/09

Customer requested MediaCom as their long distance provider through the relay.

Lead CA apologized and explained that MediaCom is not a participating provider through the relay. MediaCom was contacted and a profile for an alternate provider was offered. Customer refused at this time. Media Com has submitted an LOA, test calls are pending. Once complete, the customer will be contacted to set a profile. MediaCom became a participating provider and customer was notified.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 9/5/2008
Record ID 17375
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/5/2008
Resolution 5/28/09

Customer requested Media Com as their long distance provider.

Customer Service explained that Media Com was not a participating provider with the relay and offered a profile with an alternate carrier. Customer refused and carrier was contacted by the relay. Media Com has submitted an LOA, test calls are pending. Once completed, the customer will be contacted to set a profile. MediaCom became a participating provider and customer was notified.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 10/7/2008
Record ID 17654
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/7/2008
Resolution 5/28/09

Customer requested Media Com as their long distance provider through the relay.

Customer Service explained that Media Com was not a participating provider with the relay and offered a profile with an alternate provider. Customer refused. Media Com has been contacted several times with no results. Media Com has submitted an LOA, test calls are pending. Once complete, the customer will be contacted to set a profile. MediaCom became a participating provider and customer was notified.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 10/30/2008
Record ID 17904
Call Taken By Lead CA
CA Number
Responded By Jessie
Response Date 10/31/2008
Resolution 6/8/09

Customer requested TCA as their long distance provider, but their calls would not go through.

Customer Service contacted the carrier and discovered that the carrier code had changed. Customer Service provided the carrier with information to update their letter of authorization. TCA became a participating provider and customer was notified.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

**Inquire Date 10/30/2008
Record ID 17903
Call Taken By Lead CA
CA Number
Responded By Khong
Response Date 10/31/2008
Resolution 6/8/09**

Customer requested TCA as their long distance provider, but their calls would not go through. Customer Service contacted the carrier and discovered that the carrier code had changed. Customer Service provided the carrier with information to update their letter of authorization. TCA became a participating provider and customer was notified.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

**Inquire Date 10/31/2008
Record ID 17905
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/31/2008
Resolution 6/8/09**

TCA telephone company representative stated their carrier code had changed and inquired what needed to be done to make the necessary changes.

Customer Service sent the requested information to the carrier. Information was received from the representative. Technical team will conduct test calls. TCA became a participating provider and customer was notified.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

**Inquire Date 1/20/2009
Record ID 18412
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/20/2009
Resolution 1/20/2009**

Customer lives in Vermont and requested long distance service for relay calls through Comcast.

Customer Service explained that Comcast is not a participating provider through the relay for Iowa. A profile was offered with an alternate provider. Customer refused at this time.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

**Inquire Date 3/9/2009
Record ID 18819
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 3/11/2009
Resolution**

Customer requested IMON Communications as their long distance provider through the relay.

Assistant Operations Manager explained that IMON Communications was not a participating provider through the relay. Assistant Operations Manager offered to set up a profile with an alternate provider. Customer refused. IMON Communications has been contacted several times, but there has been no response. As of 5/31/09, IMON Communications is still not a participating provider through the relay.

**Technical Complaints--
Miscellaneous**

Inquire Date 8/1/2008
Record ID 17362
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/1/2008
Resolution 4/24/2009

Customer has been unable to place a long distance call through the relay using Iowa Telecom.

The information was forwarded to the technical department and a temporary profile was set for the customer. It has been discovered that Iowa Telecom is working on an issue with their underlying carrier. Iowa Telecom continues to work on this issue. Issue has been resolved and profile has been reset.

**Technical Complaints--
Miscellaneous**

Inquire Date 8/12/2008
Record ID 17363
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 8/12/2008
Resolution 4/24/2009

Customer returned a call to inquire if Iowa Telecom was available through the workstation again.

Lead CA explained that the technical department was continuing to work on this issue. Customer understood. It has been discovered that Iowa Telecom is working on an issue with their underlying carrier. Iowa Telecom continues to work on this issue. Issue has been resolved and profile has been reset.

**Technical Complaints--
Miscellaneous**

Inquire Date 8/14/2008
Record ID 17360
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 8/15/2008
Resolution 4/24/2009

Customer has been unable to place a call using Iowa Telecom through the relay.

Lead CA apologized and explained that the technical department continued to work on this issue and set a temporary profile to allow calls to be placed. Customer understood. It has been discovered that Iowa Telecom is working on an issue with their underlying carrier. Iowa Telecom continues to work on this issue. This issue has been resolved and profile has been reset.

**Technical Complaints--
Miscellaneous**

Inquire Date 8/19/2008
Record ID 17361
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/19/2008
Resolution 4/24/2009

Customer has been unable to place long distance call through the relay using Iowa Telecom.

Customer Service apologized and set up a temporary profile for the customer. Customer Service explained that the technical department was working on this issue. Customer understood. It has been discovered that Iowa Telecom is working on an issue with their underlying carrier. Iowa Telecom continues to work on this issue. Issue has been resolved and profile was reset.

**Technical Complaints--
Miscellaneous**

Customer stated they have been unable to dial long distance through the relay using Iowa Telecom. Customer receives a Sprint recording.

**Inquire Date 10/13/2008
Record ID 17717
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/13/2008
Resolution 4/24/2009**

Customer Service forward call information to the technical department. Customer Service stated that the relay continues to work on this issue and set the customer with a temporary profile to allow them to place long distance calls. Issue has been resolved with Iowa Telecom and profile was reset.

**Technical Complaints--
Miscellaneous**

Customer stated they are unable to dial the Department of Revenue through the relay.

**Inquire Date 10/20/2008
Record ID 17842
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/20/2008
Resolution**

Customer Service placed test calls to the number both directly and through the relay, which were successful. Customer Service attempted to contact the customer with the findings and an additional number for the Department of Revenue. There has been no response.

**Technical Complaints--
Miscellaneous**

Customer stated that they were unable to reach the Department of Revenue through the relay using their toll free number.

**Inquire Date 1/28/2009
Record ID 18507
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 1/28/2009
Resolution 1/28/2009**

Lead CA placed test calls, direct and through the relay, which were successful. Lead CA suggested that the customer attempt their call again. Customer understood.

**Technical Complaints--
Miscellaneous**

Customer stated that when placing a call through the relay using his cell phone, the CA requests his telephone number.

**Inquire Date 3/26/2009
Record ID 18817
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/30/2009
Resolution 4/13/09**

Supervisor forwarded the information to the technical department. The technical department discovered that the call is not being allowed at the workstation. The ONI box displays and will not allow the CA to enter the cell phone number. The technical department continues to work on this issue. Customer Service has attempted to contact the customer several times. There has been no response. The issue was resolved on 4/13/09, Customer Service continues to attempt to contact the customer.

**Technical Complaints--
Miscellaneous**

Inquire Date 4/29/2009
Record ID 19196
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/29/2009
Resolution 4/29/2009

Customer stated they are unable to dial the relay from their TTY device.

Customer Service discovered the line was a multi-use line. Customer Service explained that line needs to be a single use line unless they are using the TTY acoustically. Customer understood.

CapTel--Complaints

Inquire Date 6/5/2008
Record ID 76953
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 6/5/2008
Resolution 6/5/2008

Customer stated 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 issue was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

CapTel--Complaints

Inquire Date 6/12/2008
Record ID 77795
Call Taken By CTI
CA Number
Responded By M.Mo.
Response Date 6/12/2008
Resolution 6/13/2008

Customer stated 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 issue was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

CapTel--Complaints

Inquire Date 7/22/2008
Record ID 81791
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 7/22/2008
Resolution 7/22/2008

Customer stated issues with accuracy of captions.

Customer Service apologized and forwarded the information to Call Center Management. Customer Service suggested that the customer document the date, time and CA number of any future calls so that the appropriate action could be taken with the particular CA who captioned the call. Customer understood.

CapTel--Complaints

Inquire Date 8/4/2008
Record ID 17186
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/4/2008
Resolution 8/4/2008

Customer stated they cannot place a call through their CapTel device.

Customer Service explained possible digital phone line issues and directed customer to CapTel customer service for technical support on the equipment. Customer was satisfied.

CapTel--Complaints

Customer stated that their friend has been unable to reach them through CapTel.

Inquire Date 9/15/2008
Record ID 17457
Call Taken By Customer Service
CA Number
Responded By Lori
Response Date 9/15/2008
Resolution 9/15/2008

Relay Iowa Outreach Project Manager discovered that the friend had the incorrect toll free number to connect to CapTel. A test call was placed to the customer and everything worked properly. Customer was satisfied.

CapTel--Complaints

Customer inquired about CapTel and why it is not working through Qwest.

Inquire Date 9/18/2008
Record ID 17460
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/18/2008
Resolution 9/18/2008

Customer Service explained that when using Qwest, the CapTel phone needs an update. Customer Service directed customer to CapTel customer service for further assistance. Customer was satisfied.

CapTel--Complaints

Customer is having technical difficulty with their new CapTel device.

Inquire Date 1/26/2009
Record ID 18503
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 1/26/2009
Resolution 1/26/2009

Lead CA directed customer to CapTel Customer Service. Customer was satisfied.

CapTel--Complaints

Customer is unable to receive captions on their CapTel device using Qwest telephone lines.

Inquire Date 2/17/2009
Record ID 18698
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/17/2009
Resolution 2/17/2009

Customer Service explained that there has been some issues with Qwest and the CapTel service and directed customer to CapTel customer service in regards to this issue. Customer was satisfied.

CapTel--Complaints

Customer stated issues with the accuracy of captions.

Inquire Date 3/19/2009
Record ID 109325
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 3/19/2009
Resolution 3/23/2009

Customer Service apologized and forwarded the information to the Call Center Management. Customer Service suggested that the customer document the date, time and CA number of any future calls so that the appropriate action could be taken with the particular CA who captioned the call. Customer understood.

CapTel--Complaints

Customer stated an issue with long distance billing.

Inquire Date 3/31/2009

Record ID 111086

Call Taken By CTI

CA Number

Responded By M.Mo.

Response Date 3/31/2009

Resolution 3/31/2009

Customer Service discussed the billing situation with the customer and took the appropriate action to prevent further issues.