

Nebraska Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

**External Complaints--
Miscellaneous**

Inquire Date 6/11/2008
Record ID 16685
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 6/11/2008
Resolution 7/1/2008

Customer stated they are unable to place a call through the relay using their US Cellular cell phone. Customer stated that the number that is showing at the relay is not their cell phone number.

Customer Service explained this issue, directed the customer to their cell phone provider and requested that the provider contact the relay. Customer understood and was contacting the provider. Customer Service contacted the cell phone provider to explain that the customer's cell phone number should be appearing instead of the cell tower number. There has been no further contact from customer or provider.

**External Complaints--
Miscellaneous**

Inquire Date 7/24/2008
Record ID 16897
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/24/2008
Resolution 7/24/2008

Customer has been unable to place a call from her US Cellular phone. Customer stated that the CA always requests a long distance carrier.

Supervisor explained why this happens and that if the call is recognized as a cell tower, the CA will ask for a carrier. Customer stated they would contact the carrier directly.

**External Complaints--
Miscellaneous**

Inquire Date 9/21/2008
Record ID 17441
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 9/21/2008
Resolution 9/21/2008

Customer stated they are asked which long distance carrier they would like to use when calling through the relay using US Cellular.

Supervisor explained why this happens and that if the call is recognized as a cell tower, the CA will ask for a carrier. Customer stated they would contact the carrier directly.

**External Complaints--
Miscellaneous**

Inquire Date 2/9/2009
Record ID 18558
Call Taken By Customer Service
CA Number
Responded By Kay
Response Date 2/9/2009
Resolution 2/9/2009

Customer stated that when contacting a business the first person that answered their telephone line stated that they did not accept relay calls.

Customer Service apologized and requested information concerning the business to forward to the Outreach Coordinator. Customer did not share information.

**External Complaints--
Miscellaneous**

Customer stated that his wife is unable to reach him on his cell phone as the CA keeps asking for the long distance carrier for her cell phone.

**Inquire Date 2/23/2009
Record ID 18677
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/23/2009
Resolution 2/23/2009**

Assistant Operations Manager apologized and explained the cell phone was identifying as a landline to the relay and explained to customer 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 implemented.

**External Complaints--
Miscellaneous**

Customer stated that they are unable to connect to 711 to place a call through the relay. Customer stated that they reside in Florida.

**Inquire Date 5/20/2009
Record ID 19384
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/20/2009
Resolution 5/20/2009**

Supervisor apologized and directed customer to Florida Customer Service in regards to the 711 issue. Supervisor gave customer the Nebraska toll free number to place a call using Nebraska Relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated they received a call to their office from 711-1030. Customer attempted to return the call and was connected to the relay.

**Inquire Date 5/29/2009
Record ID 19431
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 5/29/2009
Resolution 5/29/2009**

Supervisor stated that dialing 711 would connect the customer to the relay and that this information would be forwarded to the technical department. Customer Service discovered that the Lancaster Correctional Facility had been issued numbers that have 711 as their prefix. Customer Service reported this issue to both the Correctional Facility and Windstream, the facility's provider. As with 911, 711 prefixes are not supported in the North American numbering plan.

Service Complaints--CA Typing

Customer stated CA had a lot of typing errors during the conversations.

**Inquire Date 12/17/2008
Record ID 18186
Call Taken By Customer Service
CA Number 3083
Responded By Tina
Response Date 12/18/2008
Resolution 12/18/2008**

Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. CAs last typing score was 60 WPM with 97 % accuracy.

**Service Complaints--Didn't
Follow Policy/Procedure**

Customer stated that the CA did not follow proper procedure. Customer was unsure of the CA number or the relay which processed the call that he had received.

**Inquire Date 11/6/2008
Record ID 17933
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 11/6/2008
Resolution 11/6/2008**

Lead CA apologized and attempted to acquire information to forward to the technical department in order to discover the CA number. Customer refused and hung up.

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

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

***Inquire Date 10/28/2008
Record ID 17813
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/28/2008
Resolution 10/28/2008***

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.

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

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

***Inquire Date 12/3/2008
Record ID 18128
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 12/3/2008
Resolution 12/3/2008***

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

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

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

***Inquire Date 12/3/2008
Record ID 18127
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 12/3/2008
Resolution 12/3/2008***

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.

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

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

***Inquire Date 12/23/2008
Record ID 18191
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/23/2008
Resolution 12/23/2008***

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.

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

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

**Inquire Date 4/26/2009
Record ID 19154
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 4/26/2009
Resolution 4/27/2009**

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. Customer understood.

**Service Complaints--
Miscellaneous**

Customer stated they are unable to process a TTY to VRS call through the relay.

**Inquire Date 9/23/2008
Record ID 17442
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/23/2008
Resolution 9/23/2008**

Customer Service explained that this type of call was not supported through the relay. Customer hung up.

**Service Complaints--
Ringling/No Answer**

Customer stated that a resident was unable to connect to the relay dialing 711. After 711 is dialed, there appears to be no answer or response.

**Inquire Date 8/4/2008
Record ID 16972
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/7/2008
Resolution 8/7/2008**

Customer Service discovered that the time of the call, the relay had experienced a high call volume. Hamilton answered 90% within 10 seconds for the day.

**Technical Complaints--711
Problems**

Customer stated that 711 is not working and they receive TTY tones.

**Inquire Date 6/3/2008
Record ID 16577
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/3/2008
Resolution 6/3/2008**

Customer Service verified the profile and discovered that there was a connect mode on the profile. Customer Service updated the profile and customer was notified. Customer was satisfied.

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

Customer stated that they were unable to get connected to the relay to place a call. Customer stated they attempted the call a second time, approximately thirty minutes later and was able to connect at that time.

Inquire Date 10/13/2008
Record ID 17635
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/13/2008
Resolution 10/13/2008

Customer Service apologized and explained that the relay had experienced a high call volume during that time. Customer understood. Calls were answered at 97% within 10 seconds for the day.

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

Customer requested Keystone Arthur Telephone as their long distance provider through the relay.

Inquire Date 5/29/2009
Record ID 19432
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/29/2009
Resolution

Customer Service explained that Keystone Arthur Telephone was not a participating provider through the relay. A profile for an alternate provider was offered, but customer refused. Customer Service contacted Keystone Arthur Telephone. A letter of authorization has been forwarded to the provider.

**Technical Complaints--Connect
Time (TTY/Voice)**

Customer stated that while dialing into the relay, there was no response.

Inquire Date 1/30/2009
Record ID 18472
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/30/2009
Resolution 1/30/2009

Customer Service apologized and explained that the relay had been extremely busy at that time. Customer Service suggested that the customer attempt their call again. Customer understood. Calls were answered at 93% within 10 seconds.

CapTel--Complaints

Customer stated that the CA stopped captioning on a call.

Inquire Date 9/8/2008
Record ID 86901
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 9/8/2008
Resolution 9/8/2008

Customer Service investigated the incident and identified a workstation issue which was resolved. Customer Service notified customer, test call was placed, which was successful.

CapTel--Complaints

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

Inquire Date 12/9/2008

Record ID 97098

Call Taken By CTI

CA Number

Responded By D.F.

Response Date 12/9/2008

Resolution 12/9/2008

Customer Service explained to the customer why the disconnection/reconnection issue might be happening and explained the difference between a CapTel phone and a traditional phone. Customer Service also sent a letter to the customer which included tips on how to reduce the occurrence of this issue. Customer confirmed that their experience has improved.

CapTel--Complaints

Customer stated that they had not received long distance billing when placing calls with CapTel.

Inquire Date 2/23/2009

Record ID 18666

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 2/25/2009

Resolution 2/25/2009

Customer Service directed customer to CapTel customer service to set a profile and ensure long distance calls are billed correctly. Customer was satisfied.

CapTel--Complaints

Customer stated they are unable to use their CapTel device to place a call as no one can hear them.

Inquire Date 4/27/2009

Record ID 19155

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 4/27/2009

Resolution 4/27/2009

Customer Service did test calls with the customer and discovered the customer has Qwest for their service provider. Customer Service directed customer to contact CapTel Customer Service to obtain the work around for those customers with Qwest. Customer was satisfied.
