

# ***Kansas Relay Center 2009 FCC Complaint Report***

***6/1/08 to 5/31/09***

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## ***External Complaints-- Miscellaneous***

Customer stated difficulties with their equipment.

***Inquire Date 12/22/2008  
Record ID 11908  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 12/22/2008  
Resolution 12/22/2008***

Customer Service forwarded information to the technical department who offered suggestions to clear the garbling. Customer will call back if further assistance is required.

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## ***Service Complaints--CA Misdialed Number***

Customer stated CA misdialed the number given. Customer also requested an update to their profile.

***Inquire Date 2/19/2009  
Record ID 12146  
Call Taken By Supervisor  
CA Number 6335  
Responded By Michele  
Response Date 2/19/2009  
Resolution 2/19/2009***

Supervisor apologized and stated CA would be counseled. CA was counseled and profile was updated. Customer was notified.

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

Customer has been receiving harassing telephone calls through the relay.

***Inquire Date 11/11/2008  
Record ID 11809  
Call Taken By Lead CA  
CA Number  
Responded By David  
Response Date 11/11/2008  
Resolution 11/11/2008***

Lead CA apologized and suggested that the customer contact their local telephone company or 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 call information may be released to the Court. Customer understood.

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

Customer received fraudulent telephone calls through the relay.

***Inquire Date 1/27/2009  
Record ID 12026  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 1/27/2009  
Resolution 1/27/2009***

Customer Service suggested that the customer contact their local telephone company or 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 call information may be released to the Court. Customer understood.

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

**Inquire Date** 3/23/2009  
**Record ID** 12259  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Deborah  
**Response Date** 3/23/2009  
**Resolution** 3/23/2009

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service apologized and suggested that the customer 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 call information may be released to the Court. Customer understood.

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**Service Complaints--  
Miscellaneous**

**Inquire Date** 11/21/2008  
**Record ID** 11820  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Deborah  
**Response Date** 11/21/2008  
**Resolution** 11/21/2008

Customer stated that there were no pauses in the conversation or use of go ahead.

Customer Service explained that the call may have been an Internet Relay call. Customer Service attempted to acquire information to investigate the call, but the customer refused. Customer understood.

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

**Inquire Date** 7/19/2008  
**Record ID** 11427  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Deborah  
**Response Date** 7/19/2008  
**Resolution**

Customer requested Sunflower Broadband as their long distance provider.

Customer Service explained that Sunflower Broadband was not a participating provider through the relay. Customer Service offered a profile with an alternate provider. Customer refused. Customer Service has contacted the provider to become a participating provider. There has been no further contact from the provider. As of 5/31/09, Sunflower Broadband is still not a participating provider through the relay.

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

**Inquire Date** 8/27/2008  
**Record ID** 11535  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Deborah  
**Response Date** 8/27/2008  
**Resolution** 8/27/2008

JBN representative requested information to become a participating provider through the relay.

Customer Service forwarded the request to the technical department. Information has been mailed to the provider. As of 5/31/09, JBN Telephone Company is still not a participating provider through the relay.

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

**Inquire Date** 8/28/2008  
**Record ID** 11534  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Deborah  
**Response Date** 8/28/2008  
**Resolution**

Customer requested JBN as their long distance provider.

Customer Service explained that JBN was not a participating provdier through the relay, but had contacted the relay to acquire information. Customer Service offered a profile with an alternate provider. Customer refused. As of 5/31/09, JBN Telephone Company is still not a participating provider through the relay.

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

**Inquire Date** 9/24/2008  
**Record ID** 11610  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Deborah  
**Response Date** 9/24/2008  
**Resolution**

Customer requested Sure West as their long distance provider.

Customer Service explained that Sure West was not a participating provider through the relay. Customer Service offered a profile with an alternate carrier. Customer refused at this time. Customer Service has contacted Sure West to become a participaing provider through the relay. As of 5/31/09, Sure West Communications is still not a participating provider through the relay.

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

**Inquire Date** 12/1/2008  
**Record ID** 11870  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Deborah  
**Response Date** 12/1/2008  
**Resolution**

Sunflower Broadband representative requested information to become a participating provider through the relay.

Customer Service forwarded the request to the technical department. Information was mailed to the provider. As of 5/31/09, Sunflower Broadband is still not a participating provider through the relay.

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

**Inquire Date** 12/1/2008  
**Record ID** 11871  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Deborah  
**Response Date** 12/1/2008  
**Resolution**

Customer requested Sunflower Broadband as long distance provider.

Customer Service explained that Sunflower Broadband was not a participating provider with the relay. Customer Service offered another carrier, customer declined. As of 5/31/09, Sunflower Broadband is still not a participating provider through the relay.

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

**Inquire Date 12/19/2008  
Record ID 11909  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Deborah  
Response Date 12/19/2008  
Resolution**

Customer inquired if JBN Telephone Company was a participating provider through the relay.  
Customer Service explained that JBN Telephone Company was not a participating provider and offered an alternate carrier. Customer refused. As of 5/31/09, JBN Telephone Company is still not a participating provider through the relay.

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

**Inquire Date 1/21/2009  
Record ID 12032  
Call Taken By Supervisor  
CA Number  
Responded By Deborah  
Response Date 1/21/2009  
Resolution**

Customer requested Best Phone as their long distance provider.  
Customer Service explained that Best Phone was not a participating provider through the relay. Customer Service offered a profile with an alternate provider. Customer refused. No information has been discovered in order to contact the carrier.

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

**Inquire Date 2/3/2009  
Record ID 12090  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 2/3/2009  
Resolution 2/23/2009**

Representative of Cunningham Phone and Cable inquired the status of becoming a participating provider through the relay.  
Customer Service forwarded the request to the technical department. The letter of authorization has been received and the technical department is attempting to arrange test calls. Representative was notified. Cunningham Phone and Cable became a participating provider and customer was notified.

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

**Inquire Date 2/21/2009  
Record ID 12134  
Call Taken By Supervisor  
CA Number  
Responded By Gregory  
Response Date 2/21/2009  
Resolution**

Customer requested Best Phone as their long distance provider.  
Supervisor explained that Best Phone was not a participating provider with the relay and offered a profile with an alternate carrier. Customer refused. Customer Service contacted Best Phone to become a participating provider. Best Phone has refused at this time. No information has been discovered in order to contact the carrier.

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

**Inquire Date 4/7/2009  
Record ID 12369  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 4/7/2009  
Resolution**

Customer requested Moundridge Telephone Company as their long distance provider through the relay.

Customer Service explained that Moundridge Telephone Company was not a participating provider through the relay and offered an alternate carrier, but customer refused. Customer Service contacted Moundridge Telephone Company and has sent a letter of authorization. There has been no further contact from the provider. As of 5/31/09, Moundridge Telephone Company is still not a participating provider through the relay.

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

**Inquire Date 4/9/2009  
Record ID 12356  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/9/2009  
Resolution**

Representative from Pinpoint Communications requested information to become a participating provider through the relay.

Customer Service forwarded the request to the technical department. The letter of authorization has been forwarded, but there has been no further response from Pinpoint Communications. As of 5/31/09, Pinpoint Communications is still not a participating provider through the relay.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 12/24/2008  
Record ID 11926  
Call Taken By Lead CA  
CA Number  
Responded By Tramaine  
Response Date 12/24/2008  
Resolution 12/24/2008**

Customer was unable to place a long distance call through the relay with a calling card.

Lead CA apologized and discovered there were no minutes left on the calling card.

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**CapTel--Complaints**

**Inquire Date 4/28/2009  
Record ID 115838  
Call Taken By CTI  
CA Number  
Responded By M.Mo.  
Response Date 4/28/2009  
Resolution 4/28/2009**

Customer stated that when dialing a local or long distance call through the captioning service, they would receive the following error message; "Your long distance call has been temporarily discontinued – please call customer service for assistance."

Customer Service forwarded the information to technical support and to the network vendor. Technical support was able to make an interim adjustment and change the routing of calls while a code correction was completed by the network vendor to permanently resolve the matter. Customer Service notified the customer that the issue was resolved.

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***CapTel--Complaints***

Customer stated that during a call the captions stopped. Customer provided call data.

***Inquire Date 4/28/2009***

***Record ID 115926***

***Call Taken By CTI***

***CA Number***

***Responded By E.Y.***

***Response Date 4/28/2009***

***Resolution 4/29/2009***

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Customer Service apologized and re researched the call. Customer Service discovered an isolated work station incident. Customer was notified.