

# ***Kentucky Relay 2010 FCC Complaint Report***

***6/1/09 to 5/31/10***

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***External Complaints--Miscellaneous***

Customer stated they are receiving calls with TTY tones.

***Inquire Date 12/4/2009***

***Record ID 13154***

***Call Taken By Customer Service***

***CA Number***

***Responded By Deborah***

***Response Date 12/4/2009***

***Resolution Date 12/4/2009***

Customer Service placed a test call, which was successful. Customer was satisfied.

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***External Complaints--Miscellaneous***

Customer stated they would stay in their bedroom until it was safe to go outside. Customer disconnected.

***Inquire Date 2/11/2010***

***Record ID 13320***

***Call Taken By Supervisor***

***CA Number***

***Responded By Candace***

***Response Date 2/11/2010***

***Resolution Date 2/11/2010***

Supervisor attempted to explain that they had the wrong number, but customer disconnected.

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***External Complaints--Miscellaneous***

Customer stated he was placing a call and reached the relay service.

***Inquire Date 4/11/2010***

***Record ID 13432***

***Call Taken By Lead CA***

***CA Number***

***Responded By Deborah***

***Response Date 4/11/2010***

***Resolution Date 4/11/2010***

Customer Service placed a test call to the number the customer provided, which was successful and did not reach the relay. Customer was satisfied.

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

Customer stated CA misdialed and they were charged for a long distance call.

***Inquire Date 1/26/2010***

***Record ID 13285***

***Call Taken By Customer Service***

***CA Number 5101***

***Responded By Deborah***

***Response Date 1/26/2010***

***Resolution Date 1/26/2010***

Customer Service apologized and requested a copy of the billing for possible reimbursement. Customer refused. CA was counseled and customer was notified.

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***Service Complaints--CA Typing***

Customer stated CA did not type well and they could not understand the CA.

***Inquire Date 12/13/2009***

***Record ID 13181***

***Call Taken By Lead CA***

***CA Number***

***Responded By David***

***Response Date 12/13/2009***

***Resolution Date 12/13/2009***

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was notified. CA's last typing speed was 84 WPM with 97% accuracy.

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

Customer has been receiving fraudulent telephone calls.

***Inquire Date 6/11/2009***

***Record ID 12577***

***Call Taken By Supervisor***

***CA Number***

***Responded By Ebony***

***Response Date 6/11/2009***

***Resolution Date 6/11/2009***

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

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

Customer has been receiving harrasing telephone calls.

***Inquire Date 6/26/2009***

***Record ID 12621***

***Call Taken By Lead CA***

***CA Number***

***Responded By David***

***Response Date 6/26/2009***

***Resolution Date 6/26/2009***

Lead CA 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 has been receiving fraudulent telephone calls.

***Inquire Date 8/5/2009***

***Record ID 12765***

***Call Taken By Customer Service***

***CA Number***

***Responded By Deborah***

***Response Date 8/5/2009***

***Resolution Date 8/5/2009***

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***

Customer has been receiving harassing telephone calls.

***Inquire Date 8/28/2009  
Record ID 12844  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 8/28/2009  
Resolution Date 8/28/2009***

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***

Customer has been receiving fraudulent calls through the relay.

***Inquire Date 10/19/2009  
Record ID 13012  
Call Taken By Supervisor  
CA Number  
Responded By Gregory  
Response Date 10/19/2009  
Resolution Date 10/19/2009***

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

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

Customer has been receiving fraudulent telephone calls through the relay.

***Inquire Date 1/12/2010  
Record ID 13272  
Call Taken By Lead CA  
CA Number  
Responded By Tramaine  
Response Date 1/12/2010  
Resolution Date 1/12/2010***

Lead CA 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 has been receiving fraudulent telephone calls.

***Inquire Date 2/17/2010  
Record ID 13347  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 2/17/2010  
Resolution Date 2/17/2010***

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 5/11/2010***

***Record ID 13517***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Toni***

***Response Date 5/11/2010***

***Resolution 5/11/2010***

Customer has been receiving fraudulent calls.

Customer Service suggested 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--Miscellaneous***

***Inquire Date 1/8/2010***

***Record ID 13279***

***Call Taken By Customer Service***

***CA Number***

***Responded By Deborah***

***Response Date 1/8/2010***

***Resolution Date 1/8/2010***

Customer stated the relay toll free number is hard to access and prefers the 711 number.

Customer Service has been unsuccessful in contacting the customer for further information.

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***Technical Complaints--711 Problems***

***Inquire Date 1/3/2010***

***Record ID 12366***

***Call Taken By Supervisor***

***CA Number***

***Responded By Deborah***

***Response Date 1/3/2010***

***Resolution Date 1/3/2010***

Customer stated when dialing 711, VCO did not automatically connect.

Supervisor provided the toll free number for VCO and offered a profile. Customer refused. Customer Service contacted customer and issue had been resolved.

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

***Inquire Date 7/24/2009***

***Record ID 12725***

***Call Taken By Supervisor***

***CA Number***

***Responded By Deborah***

***Response Date 7/24/2009***

***Resolution Date***

Representative from Insight Communications inquired on behalf of a customer how they can add Insight as their long distance provider.

Customer Service explained how to become a participating provider through the relay. Information was forwarded to Insight's technical department. There has been no further contact from Insight. As of 5/31/2010, Insight is still not a participating provider through the relay.

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

Customer requested West Kentucky Rural Telephone as their long distance through the relay.

**Inquire Date 9/11/2009**  
**Record ID 12894**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Tauna**  
**Response Date 9/11/2009**  
**Resolution Date**

Supervisor explained that West Kentucky Rural Telephone is not a participating provider through the relay and offered a profile with an alternate carrier. Customer refused. As of 5/31/2010, West Kentucky Rural Telephone is still not a participating provider through the relay.

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

Representative from West Kentucky Rural Telephone requested information to become a participating provider through the relay.

**Inquire Date 9/16/2009**  
**Record ID 12895**  
**Call Taken By Customer Service**  
**CA Number**  
**Responded By Deborah**  
**Response Date 9/16/2009**  
**Resolution Date**

Customer Service forwarded the request to the technical department. Information has been forwarded, but there has been no further response from West Kentucky Rural Telephone. As of 5/31/2010, West Kentucky Rural Telephone is still not a participating provider through the relay.

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

Customer requested Insight as their long distance provider.

**Inquire Date 3/3/2010**  
**Record ID 13373**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Tramaine**  
**Response Date 3/3/2010**  
**Resolution Date**

Lead CA explained that Insight was not a participating provider with the relay. Lead CA offered a profile with an alternate provider. Customer refused and stated she would contact Insight. Insight has been contacted by the relay, but there has been no response from the carrier. As of 5/31/2010, Insight is still not a participating provider through the relay.

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

Customer requested Insight as their long distance provider.

**Inquire Date 3/15/2010**  
**Record ID 13391**  
**Call Taken By Customer Service**  
**CA Number**  
**Responded By Toni**  
**Response Date 3/15/2010**  
**Resolution Date**

Customer Service explained that Insight was not a participating provider through the relay. Customer Service offered a profile with an alternate provider. Customer refused. Insight has been contacted by the relay, but there has been no response from the carrier. As of 5/31/2010, Insight is still not a participating provider through the relay.

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**Technical Complaints--VCO Break-Down**

Customer stated he is not receiving text on his TTY.

**Inquire Date 12/1/2009**  
**Record ID 13158**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Deborah**  
**Response Date 12/1/2009**  
**Resolution Date 12/1/2009**

Lead CA apologized and offered to place a test call. Customer refused. Customer Service has made several attempts to contact customer. There has been no further response from customer.

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**CapTel--Complaints**

Dialing Issue - Can't dial out in caption mode.

**Inquire Date 6/17/2009**  
**Record ID 125331**  
**Call Taken By CTI**  
**CA Number**  
**Responded By K.W.**  
**Response Date 6/17/2009**  
**Resolution 6/17/2009**

After performing physical reset, customer confirms successful captioned calls. Issue is resolved.

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**CapTel--Complaints**

Accuracy of captions.

**Inquire Date 7/2/2009**  
**Record ID 128075**  
**Call Taken By CTI**  
**CA Number**  
**Responded By J.G.**  
**Response Date 7/2/2009**  
**Resolution 7/2/2009**

Customer shared feedback regarding accuracy of captions, and provided specific call data. Customer Service apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.

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**CapTel--Complaints**

Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse.

**Inquire Date 7/9/2009**  
**Record ID 129232**  
**Call Taken By CTI**  
**CA Number**  
**Responded By T.J.**  
**Response Date 7/9/2009**  
**Resolution 7/9/2009**

Advised customer to change phone setting from tone to pulse. This resolved customer's experience.

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**CapTel--Complaints**

Dialing/Setup - Dialing Prefix.

**Inquire Date 7/20/2009**  
**Record ID 131265**  
**Call Taken By CTI**  
**CA Number**  
**Responded By MMo.**  
**Response Date 7/20/2009**  
**Resolution 7/20/2009**

Advised customer's representative to program needed dialing prefix in menu of CapTel phone. This resolved previous difficulties in dialing out with captions.

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**CapTel--Complaints**

**Inquire Date** 9/21/2009  
**Record ID** 142862  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.R.  
**Response Date** 9/21/2009  
**Resolution** 9/21/2009

Dialing/Setup - Dialing Prefix.

Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

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**CapTel--Complaints**

**Inquire Date** 9/29/2009  
**Record ID** 144620  
**Call Taken By** CTI  
**CA Number**  
**Responded By** E.Y.  
**Response Date** 9/29/2009  
**Resolution** 9/29/2009

Dialing/Setup - Dialing Prefix.

Advised customer to program \*82 code in the Dialing Prefix field of the CapTel.

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**CapTel--Complaints**

**Inquire Date** 10/19/2009  
**Record ID** 147901  
**Call Taken By** CTI  
**CA Number**  
**Responded By** T.J.  
**Response Date** 10/19/2009  
**Resolution** 10/19/2009

Dialing/Setup - Dialing Prefix.

Advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.

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**CapTel--Complaints**

**Inquire Date** 12/4/2009  
**Record ID** 156419  
**Call Taken By** CTI  
**CA Number**  
**Responded By** K.P.  
**Response Date** 12/4/2009  
**Resolution** 12/4/2009

Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse.

Customer stated they are able to receive incoming calls but unable to make outgoing captioned calls. Customer Service provided extensive troubleshooting and advised customer to contact their telephone company to ensure line was tone instead of pulse. Additional attempts to reach customer by phone failed, so Customer Service sent customer a letter with further instructions and offered further assistance.

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**CapTel--Complaints**

**Inquire Date** 2/9/2010  
**Record ID** 167663  
**Call Taken By** CTI  
**CA Number**  
**Responded By** R.C.  
**Response Date** 2/9/2010  
**Resolution** 2/9/2010

Unable to make captioned calls.

Customer reported that she was unable to reach phone numbers in a specific area code. Adjustment was made by our carrier to correct the routing of the call. Confirmed this resolved the customer's experience.

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**CapTel--Complaints**

Dial Tone - Not heard.

**Inquire Date** 4/2/2010  
**Record ID** 176961  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.L.  
**Response Date** 4/2/2010  
**Resolution** 4/2/2010

Customer reported no dial tone on the CapTel and it does not ring. Customer Service provided reset directions and multiple attempts to follow up were unsuccessful.

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**CapTel--Complaints**

Dial Tone - Not heard.

**Inquire Date** 4/12/2010  
**Record ID** 178329  
**Call Taken By** CTI  
**CA Number**  
**Responded By** S.T.  
**Response Date** 4/12/2010  
**Resolution** 4/12/2010

Customer reported that there is no dial tone on the CapTel phone. Customer Service advised customer to perform a physical reset. This resolved the customer's experience.

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**CapTel--Complaints**

Dial Tone - Not heard.

**Inquire Date** 5/17/2010  
**Record ID** 183781  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.L.  
**Response Date** 5/17/2010  
**Resolution** 5/17/2010

Customer's daughter reported no dial tone heard on the CapTel. Customer service advised customer's daughter to perform a physical reset and emailed reset instructions. Customer reported that the dial tone has now been restored.

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**CapTel--Complaints**

Dialing/Setup - Dialing Prefix.

**Inquire Date** 5/18/2010  
**Record ID** 184119  
**Call Taken By** CTI  
**CA Number**  
**Responded By** K.W.  
**Response Date** 5/18/2010  
**Resolution** 5/18/2010

Customer's office phone technician reported their inability to dial out from the CapTel phone with captions. Customer Service advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

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