

Wisconsin Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

Service Complaints--CA Hung Up on Caller

Customer stated that they are frequently experience CA hang ups.

Inquire Date 9/10/2009
Record ID 17230
Call Taken By bb/jr
CA Number
Responded By jr
Response Date 9/14/2009
Resolution Date 9/14/2009

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the calls were disconnected due to no response from the customer. Customer Service notified the customer and explained why the calls were disconnected. While conversing with the customer it was identified that the customer is a VCO user and begins speaking immediately, not waiting for the "VCO on" and will speak for up to ten minutes before allowing the other party to respond. Customer Service offered a profile update, which was refused. Customer Service also explained that the customer needed to wait for "VCO on" before speaking to ensure proper handling of calls. Customer understood.

Service Complaints--Fraudulent/Harassment Call

Customer has received a fraudulent telephone call through the relay. Customer was unsure of which relay service processed the call.

Inquire Date 11/5/2009
Record ID 17279
Call Taken By jr
CA Number
Responded By jr
Response Date 11/9/2009
Resolution Date 11/9/2009

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 relay of this issue. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer was satisfied.

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

Customer requested Chibardon as their long distance provider. Customer stated they were told that the carrier was not available. Customer has had a profile with Chibardon as their provider since 2006.

Inquire Date 10/11/2009
Record ID 17263
Call Taken By jr
CA Number
Responded By jr
Response Date 10/12/2009
Resolution Date 10/15/2009

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the provider had changed their reseller from Qwest to MCI. An updated LOA was received and the customer's profile was updated to allow long distance calls through Chibardon. Customer was notified and satisfied.

Technical Complaints--VCO Break-Down

Customer stated that it takes a long time to process a VCO to VCO call.

Inquire Date 10/4/2009
Record ID 17257
Call Taken By SH/TT
CA Number 6522
Responded By TT
Response Date 10/7/2009
Resolution Date 10/7/2009

Customer Service forwarded the information to the technical department. The technical department discovered that there was a software issue that could be corrected with a procedural change. Procedure change was forwarded to management for implementation. Customer was notified and satisfied.

Technical Complaints--Miscellaneous

Customer stated issues with processing relay calls. Customer stated they had recently acquired new equipment.

Inquire Date 9/19/2009
Record ID 17239
Call Taken By MEB
CA Number
Responded By MEB
Response Date 9/22/2009
Resolution Date 9/22/2009

Customer Service discovered that the customer is a new HCO user. Customer Service emailed HCO information to the customer and assisted with setting a profile. Profile was implemented and customer was satisfied.

CapTel--Complaints

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

Inquire Date 9/10/2009
Record ID 141078
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 9/10/2009
Resolution 9/10/2009

Customer Service sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring. Advised customer to have the phone lines checked by their phone company.

CapTel--Complaints

Customer stated difficulties dialing/setup – dialing prefix.

Inquire Date 7/13/2009
Record ID 129654
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 7/13/2009
Resolution 7/13/2009

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