

Wyoming Relay
June 2009 – May 2010
Complaint Log Summary

June 2009

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
19541	6-22-09	53	Customer stated that they had no dial tone on their home phone line.	6-22-09	Assistant Operations Manager emailed customer and directed them to their local telephone provider to check their telephone line. Customer was satisfied.
21371	6-29-09	51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.	6-29-09	Wyoming Vocational Rehabilitation suggested that the customer contact their local telephone company and report the incident to law enforcement. Wyoming Vocational Rehabilitation 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.

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July 2009

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints during the month of July 2009.		

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August 2009

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
19933	8-20-09	51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.	8-20-09	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.
20004	8-21-09	36	Customer stated his girlfriend is receiving garble when placing a call using her VCO equipment with the cell phone.	8-21-09	Supervisor made some suggestions on how to clear the garble and offered to do test calls with the customer. Four test calls were placed and every other call was garbled. Supervisor stated that Customer Service would return a call to the customer. Customer Service has attempted to reach the customer but there has been no answer.
19990	8-27-09	51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.	8-27-09	Supervisor suggested that the customer contact their local telephone company and 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 the call information may be released to the Court. Customer understood.

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September 2009

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints during the month of September 2009.		

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October 2009

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
20273	10-19-09	39	Customer requested Mid-Continent Communication for their long distance provider through the relay.	10-19-09	Supervisor explained that Mid-Continent Communication was not a participating provider through the relay. A profile with an alternate provider was offered, but customer refused. Customer Service contacted the provider and discovered that they do not offer service in the state of Wyoming. Customer was notified.

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November 2009

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			There were no complaints during the month of November 2009.		

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December 2009

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
20447	12-7-09	51	Customer contacted the WY Vocational Rehabilitation office concerning a recently received fraudulent call.	12-7-09	WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.
158275	12-15-09	55	Dialing/Setup - Call Waiting with Captioned Telephone	12-15-09	Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

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January 2010

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
20634	1-11-10	55	Customer stated they are unable to place a call using CapTel. Customer stated that they are unable to connect to a CapTel OPR. Customer stated they also are no longer receiving Caller ID. Customer has long distance service through Qwest.	1-11-10	Customer Service explained that Qwest customers must have CapTel do a soft reboot in order for their device to work correctly. Customer was directed to CapTel customer service. Customer understood.

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February 2010

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
20746	2-04-10	51	Customer contacted WY Vocational Rehabilitation office concerning a recently received fraudulent call.	2-04-10	WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.
20852	2-19-10	2	Customer stated that the CAs are not following his profile instructions. Customer stated that his long distance carrier is Bresnan Communications, but the CAs say it is not appearing correctly at the workstation.	2-19-10	Customer Service verified that the profile was set correctly and explained that the resell carrier will show at the workstation not Bresnan Communications. Customer Service apologized and stated that the CAs would be counseled. CAs have been counseled and customer understood.
20854	2-24-10	51	Customer has been receiving fraudulent calls through relay and inquired as to what could be done.	2-24-10	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 laws enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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March 2010

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
20979	3-4-10	51	Customer has been receiving fraudulent calls through the relay and inquired what could be done	3-4-10	WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.
20987	3-22-10	55	Customer requested a home visit as their CapTel equipment appears to have quit working. Customer stated they have Qwest as their provider in the home.	4-15-10	Customer Service forwarded contact information to the Outreach Coordinator to schedule a home visit. Outreach Coordinator referred to local WY Relay personnel at WY Vocational Rehabilitation, who were able to resolve the customer's issue. Customer was satisfied.

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April 2010

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
21372	4-7-10	51	Customer has been receiving fraudulent calls through relay and inquired what could be done.	4-7-10	WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

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May 2010

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
21271	5-10-10	51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.	5-10-10	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.
21274	5-25-10	51	Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.	5-25-10	WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.