

Idaho Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By	Inquiry	Resolution Date	Resolution	Category
37549	1/31/2012		Robyn		Customer stated that they receive calls from their friend through the relay with the same 208 area code as theirs, but recently the area code is showing a 402 number when they call.	1/31/2012	Customer Service explained that information would be forwarded to technical. The technical department was unable to reproduce the issue. All test calls have shown the correct area code. Customer was notified.	Service Complaints - Miscellaneous
42248	3/8/2012		Jody	Jody	Customer has been receiving harassing telephone calls through the relay.	3/8/2012	Customer Service suggested that the customer contact their local telephone CA Number 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.	Service Complaints - Fraudulent/Harassment Call
47004	5/20/2012	4030	Kim	Kim	Customer stated the CA continued to request the customer to speak slowly. Customer stated they could not maintain their train of thought and felt the CA was rude.	5/20/2012	Lead CA apologized and attempted to acquire call information. Technical department discovered the CA number and CA was counseled and continues to be monitored frequently. Customer was notified.	Service Complaints - Miscellaneous