

Kansas Relay Center 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
15113	6/30/2011		Erica	Erica	Customer mailed a letter stating that they are an inmate and that the relay was not processing their calls.	7/6/2011	Customer Service contacted the inmate facility and discovered that their policy did not allow a voice user to call through the TTY line. Customer Service responded by mail to the customer directing them back to the facility administrator.	Service Complaints - Miscellaneous
19343	8/5/2011		Tina	Tina	Customer requested Connect It as their long distance provider through the relay.	8/5/2011	Customer Service explained Connect It was not a participating provider through the relay. Customer Service set up a temporary profile in order for calls to be placed and contacted Connect It. Customer Service has discovered that Connect It is a VoIP provider. There has been no response from the provider. As of 5/31/2012, there has been no response from the provider.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
25122	9/29/2011		Brenda	Brenda	Customer requested Embarq as their long distance provider through the relay.	9/29/2011	Supervisor explained that Embarq was currently not a participating provider through the relay. A temporary profile to allow calls was implemented and the carrier was contacted to become a participating provider through the relay. There has been no further contact from Embarq. As of 5/31/12, Embarq is still not a participating provider through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
31021	11/29/2011		Donte	Donte	Customer stated that several CAs did not speak clearly.	11/29/2011	Customer Service apologized and stated that CAs would be monitored frequently. Customer was satisfied.	Service Complaints - Miscellaneous
35308	1/12/2012		Tina	Tina	Customer stated that they were a representative from Surewest and requested further technical assistance for implementing the correct settings for long distance billing through the relay.	1/12/2012	Customer Service forwarded the information to the technical department. The technical department has contacted the representative and is continuing to work with them to fulfill their request. As of 5/31/12, Surewest is still not a participating provider through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
36474	1/23/2012	4014	David	David	Customer stated that the CA said the number they were calling was not in service. Customer stated that when the number is dialed directly, it works properly.	1/23/2012	Lead CA apologized and stated the CA would be counseled. Lead CA tested the number through the relay and directly, which processed properly. CA was counseled and customer was satisfied.	Service Complaints - Miscellaneous
44543	4/17/2012		Erica	Erica	Customer stated they were receiving fraudulent calls.	4/17/2012	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.	Service Complaints - Fraudulent/Harassment Call