

Appendix I:

Complaint Logs from 2008-2012





STATE OF WYOMING
DEPARTMENT OF WORKFORCE SERVICES

DIVISION OF VOCATIONAL REHABILITATION

Administrative Office

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Director Joan K. Evans

Governor Dave Freudenthal

CG Docket 03-123

June 30, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington DC 20554

Reference: Annual Consumer Complaint Log Summary: June 2007 – May 2008

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2008.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Hamilton Relay, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total "Service, Technical, and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2007, through May 31, 2008, the TRS provider processed fifteen thousand, two hundred twenty five (15,225) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of twenty one thousand, three hundred eighty four (21,384) CapTel outbound calls on behalf of Wyoming Relay. A total of eighteen (18) customer complaints were received, which is a rate of five one-hundredths of a percent (.05%). Of the eighteen complaints, eight were filed with CTI CapTel Customer Service, six were filed with Hamilton's Wyoming Relay Customer Service, three were filed with a Hamilton Operations Manager and one was filed with a Hamilton Supervisor.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Hamilton Relay normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved. None of the eighteen complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Cell phone problem

Problem calling Canada through Relay

Scam or harassing call through relay

CapTel complaint (VoIP Call connection difficulties)

Complaint resolution included:

Referred customer to their cell phone provider

Provided information/education to customer

Technical department resolved the issue

Referred customer to their phone provider or law enforcement

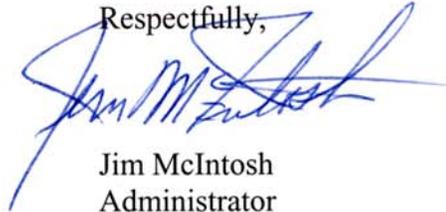
Eight of the eighteen complaints received occurred in February and one in March when Qwest changed the routing to an incompatible network using VOIP lines which caused data connection difficulties. Customers were complaining that they were unable to get captions on outgoing calls. Wyoming Telecommunications Relay Service, Hamilton Relay and CapTel worked together to determine the cause of the problem, the extent of the problem and implement a solution expediently. Tech support for CapTel routed calls through an alternate network so that within 48 hours the problem was resolved.

In the Miscellaneous Complaints category, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay. In addition, as part of outreach activities, Wyoming Relay educates users on ways to recognize fraudulent/scam calls, ways to prevent being victimized by the calls, and what to do if you have already been a victim of a fraudulent relay call.

June 30, 2008

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 13 pages
Wyoming Relay Complaint Tally Sheet, 3 pages
Wyoming Relay Complaint Report, 4 pages

Cc: Arlene Alexander

Complaint Log Summary

June 2007

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|-------------------------------------|--------------------|---------------------------|
| | | | No complaints received in June 2007 | | |
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Complaint Log Summary

July 2007

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|-------------------------------------|--------------------|---------------------------|
| | | | No complaints received in July 2007 | | |
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Complaint Log Summary

August 2007

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|--|---|--------------------|--|
| 14330 | 8/9/2007 | #51 Fraudulent/ Harassment Call | Business has been receiving fraudulent telephone calls and requested written information concerning these types of calls. | 9/25/2007 | Relay Manager mailed information to the customer. Customer was satisfied. Customer Service has since contacted this customer to follow up on this issue and make sure the situation has improved but there has been no response to the messages that have been left. |
| 14373 | 8/27/2007 | #55 CapTel Complaints | Customer stated that their CapTel phone was not working properly. | 8/27/2007 | Customer Service directed the customer to CapTel Customer Service, as the customer's issue required further technical assistance. Customer was satisfied. |
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Complaint Log Summary

September 2007

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | No complaints received in September 2007 | | |
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Complaint Log Summary

October 2007

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|-----------------------|---|--------------------|---|
| 14905 | 10/31/2007 | #55 CapTel Complaints | Customer stated that there is a lot longer delays then usual on their CapTel device and it is making the conversation hard to understand. | 10/31/2007 | Customer Service stated that the issue required further technical assistance and forwarded the information to CapTel to contact the customer and troubleshoot the device. Customer was satisfied. |
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Complaint Log Summary

November 2007

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|-------------------------------|--|--------------------|--|
| 15044 | 11/27/2007 | #49 Misc. Technical Complaint | Customer stated they are unable to place a call to Canada through the relay. | 4/24/2008 | Customer Service apologized and stated that this information would be forwarded to the technicians. The technical department discovered an issue with the way the call is identifying through the relay. The problem was resolved when the next workstation load was released. Customer Service has attempted several times to notify the customer but there has been no answer and several messages have been left. |
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Complaint Log Summary

December 2007

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|--|---|--------------------|---|
| 15135 | 12/11/2007 | #51 Fraudulent/ Harassment Call | Customer has been receiving fraudulent phone calls through the relay and inquired what could be done. | 12/12/2007 | Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager 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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Complaint Log Summary

January 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|--|--|--------------------|---|
| 15421 | 1/22/2008 | #51 Fraudulent/ Harassment Call | Business has been receiving fraudulent telephone calls through the relay and inquired how to identify fraudulent users | 1/22/2008 | Assistant Operations Manager suggested that the customer contact their local telephone company and report the incident to law enforcement. Assistant Operations Manager 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. Assistant Operations Manager offered suggestions on how to identify and prevent fraudulent calls. Customer was satisfied. |
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Complaint Log Summary

February 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|-----------------------|---------------------|--------------------|--|
| 64918 | 2/19/2008 | #55 CapTel Complaints | Technical – General | 2/22/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
| 64976 | 2/20/2008 | #55 CapTel Complaints | Technical – General | 2/21/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
| 65033 | 2/20/2008 | #55 CapTel Complaints | Technical – General | 2/21/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
| 65637 | 2/20/2008 | #55 CapTel Complaints | Technical – General | 2/21/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
| 65268 | 2/22/2008 | #55 CapTel Complaints | Technical-General | 2/22/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |

Complaint Log Summary

February 2008 Cont'd.

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|-----------------------|---------------------|--------------------|--|
| 65383 | 2/22/2008 | #55 CapTel Complaints | Technical – General | 2/22/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
| 65221 | 2/22/2008 | #55 CapTel Complaints | Technical – General | 2/22/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
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Complaint Log Summary

March 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------------------|---|--------------------|--|
| 66225 | 3/3/2008 | #55 CapTel Complaints | Technical-General | 3/3/2008 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
| 15756 | 3/3/2008 | #57 Fraudulent/ Harassment Call | Customer has been receiving fraudulent telephone calls and inquired what could be done. | 3/3/2008 | 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. |
| 15885 | 3/17/2008 | #56 External Complaints | Customer stated difficulties placing a relay call using their Verizon cell phone. | 3/17/2008 | Customer Service forwarded the information to the technical department. The technical department discovered that the relay was receiving a tower number, not the customer's cell phone number. Customer Service directed the customer to contact the provider regarding this issue. Customer understood. |
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Complaint Log Summary

April 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|-------------------------|--|--------------------|--|
| 16001 | 4/7/2008 | #56 External Complaints | Verizon representative contacted the relay and stated that their customer has been unable to place a call on their cell phone through the relay. | 4/24/2008 | Customer Service attempted to acquire call information from Verizon representative to check into this issue and when Verizon representative inquired if their information could be forwarded to the relay, the customer hung up. Verizon contacted the customer after a translation fix and the customer stated that calls are working properly. Customer was satisfied. |
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Complaint Log Summary

May 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|--|
| 16535 | 5/29/2008 | #48 711 Problems | Customer stated that whenever they dial 711 from the office number they hear TTY tones. | 6/2/2008 | Supervisor apologized to the customer and suggested a profile. Supervisor acquired information to set up the profile and stated the profile would be set up within 24 to 72 hours. Profile was implemented and customer was satisfied. |
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Wyoming Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

External Complaints-- Miscellaneous

Inquire Date 3/17/2008
Record ID 15885
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/17/2008
Resolution 3/17/2008

Customer stated difficulties placing a relay call using their Verizon cell phone.

Customer Service forwarded the information to the technical department. The technical department discovered that the relay was receiving a tower number, not the customer's cell phone number. Customer Service directed the customer to contact the provider regarding this issue. Customer understood.

External Complaints-- Miscellaneous

Inquire Date 4/7/2008
Record ID 16001
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/7/2008
Resolution 4/24/2008

Verizon representative contacted the relay and stated that their customer has been unable to place a call on their cell phone through the relay.

Customer Service attempted to acquire call information from Verizon representative to check into this issue and when Verizon representative inquired if their information could be forwarded to the relay, the customer hung up. Verizon contacted the customer after a translation fix and customer stated that calls are working properly. Customer was satisfied.

Service Complaints-- Fraudulent/Harassment Call

Inquire Date 8/9/2007
Record ID 14330
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 8/9/2007
Resolution 9/25/2007

Business has been receiving fraudulent telephone calls and requested written information concerning these types of calls.

Relay Manager mailed information to the customer. Customer was satisfied. Customer Service has since contacted this customer to follow up on this issue and make sure the situation has improved but there has been no response to the messages that have been left.

Service Complaints-- Fraudulent/Harassment Call

Inquire Date 12/11/2007
Record ID 15135
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 12/12/2007
Resolution 12/12/2007

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager 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**

Inquire Date 1/22/2008
Record ID 15421
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/22/2008
Resolution 1/22/2008

Business has been receiving fraudulent telephone calls through the relay and inquired how to identify fraudulent users.

Assistant Operations Manager suggested that the customer contact their local telephone company and report the incident to law enforcement. Assistant Operations Manager 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. Assistant Operations Manager offered suggestions to identify fraud and prevent fraudulent calls. Customer was satisfied.

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

Inquire Date 3/3/2008
Record ID 15756
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/3/2008
Resolution 3/3/2008

Customer has been receiving fraudulent telephone calls and inquired what could be done.

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.

**Technical Complaints--711
Problems**

Inquire Date 5/29/2008
Record ID 16535
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 6/2/2008
Resolution 6/2/2008

Customer stated that whenever they dial 711 from the office number they hear TTY tones.

Supervisor apologized to the customer and suggested a profile. Supervisor acquired information to set up the profile and stated the profile would be set up within 24 to 72 hours. Profile was implemented and customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 11/27/2007
Record ID 15044
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/27/2007
Resolution 4/24/2008

Customer stated they are unable to place a call to Canada through the relay.

Customer Service apologized and stated that this information would be forwarded to the technicians. The technical department discovered an issue with the way the call is identifying through the relay. The problem was resolved when the next workstation load was released. Customer Service has attempted several times to notify the customer but there has been no answer and several messages have been left.

CapTel--Complaints

Customer stated that their CapTel phone was not working properly.

Inquire Date 8/27/2007
Record ID 14373
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/27/2007
Resolution 8/27/2007

Customer Service directed the customer to CapTel Customer Service, as the customer's issue required further technical assistance. Customer was satisfied.

CapTel--Complaints

Customer stated that there is a lot longer delays then usual on their CapTel device and it is making the conversation hard to understand.

Inquire Date 10/31/2007
Record ID 14905
Call Taken By Customer Service
Rep
CA Number
Responded By Connie/Christa
Response Date 10/31/2007
Resolution 10/31/2007

Customer Service stated that the issue required further technical assistance and forwarded the information to CapTel to contact the customer and troubleshoot the device. Customer was satisfied.

CapTel Complaints

Technical - General

Inquire Date 2/19/2008
Record ID 64918
CA Number
Responded By SC
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/20/2008
Record ID 64976
CA Number
Responded By KM
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/20/2008
Record ID 65033
CA Number
Responded By JL
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/20/2008
Record ID 65637
CA Number
Responded By PH
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65268
CA Number
Responded By KM
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65383
CA Number
Responded By EB
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65221
CA Number
Responded By EY
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 3/3/2008
Record ID 66225
CA Number
Responded By ST
Resolution 3/3/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

**Wyoming Relay
June 2007 – May 2008
Total Complaints by Category**

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|------|
| SERVICE COMPLAINTS | | | | | | | | | | | | | | |
| #00 CA Accuracy/Spelling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #01 CA Typing Speed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #02 Didn't Follow Database Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #03 Didn't Follow Customer Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #04 Didn't Keep Customer Informed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #05 CA Disconnected Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #06 Everything Relayed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #07 CA Misdialed Number | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #08 Poor Vocal Clarity/Enunciation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #09 Improperly Handled ASL or Related Culture Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #10 HCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #11 VCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #12 Replaced CA Improperly in Middle of Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #13 Background Noise Not Typed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #14 Feelings Not Described | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #15 Didn't Follow Voice Mail/Recording Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #16 Noise in Center | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #17 Agent Was Rude | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #18 Didn't Follow Emergency Call Handling Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #19 Spanish Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #20 Speech to Speech | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------------|
| #21 Confidentiality Breach | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #22 Connect Time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #23 CA Typing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #24 CA Gave Wrong Information | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #25 CA Did Not Follow Policy/Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #26 Improper Use of Call Release | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #27 Improper Use of Speed Dialing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #28 Improper Handling of Three Way Calling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #29 Improper Use of Customer Data | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #30 CA Hung Up on Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #31 Miscellaneous Service Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | 0 | 100% |

TECHNICAL COMPLAINTS

| | | | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| #32 Lost Branding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #33 Charged for Local Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #34 Trouble Linking Up | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #35 Line Disconnected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #36 Garbled Message | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #37 Database Not Available | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #38 Busy Signal/Blockage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #39 Carrier of Choice | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #40 Relay Not Available 24 Hours a Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #41 Ascii/Baudot Break-down | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #42 VCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #43 HCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #44 STS Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #45 Caller ID Not Working Properly | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #46 Ringing/No Answer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|
| #47 Connect Time (TTY-Voice) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #48 711 Problems | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 50% |
| #49 Miscellaneous Technical Complaint | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 50% |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 100% |
| MISC COMPLAINTS | | | | | | | | | | | | | | |
| #50 Rates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #51 Fraudulent/Harassment Call | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 4 | 25% |
| #52 No Notice of How to Complain to FCC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #53 LEC External Busy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #54 911 External Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #55 CapTel Complaints | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 7 | 1 | 0 | 0 | 10 | 62.5% |
| #56 External Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 12.5% |
| #57 Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 7 | 3 | 1 | 0 | 16 | 100% |
| TOTAL COMPLAINTS | 0 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 7 | 3 | 1 | 1 | 18 | |



Dave Freudenthal
Governor

State of Wyoming Department of Workforce Services

DIVISION OF VOCATIONAL REHABILITATION
WYOMING RELAY
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Joan K. Evans
Director
Lisa M. Osvold
Deputy Director

CG Docket 03-123 DA 09-1318 June 19, 2009

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
9300 East Hampton Drive
Capitol Heights, MD 20743

Reference: Annual Consumer Complaint Log Summary: June 2008 – May 2009

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2009.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state, whether filed with the TRS provider Hamilton Relay or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total "Service, Technical, and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2008, through May 31, 2009, the TRS provider processed fifteen thousand, two hundred twenty-six (15,226) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of twenty-six thousand, seven hundred thirty-one (26,731) CapTel outbound calls on behalf of Wyoming Relay. A total of nineteen (19) customer complaints were received, which is a rate of five one-hundredths of a percent (.05%). Of the nineteen complaints, three were filed with CTI CapTel Customer Service, one was filed with the state agency, ten were filed with Hamilton's Wyoming Relay Customer Service, one was filed with a Hamilton Lead CA and four were filed with a Hamilton Supervisor.

Wyoming Relay processes any complaint, regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Hamilton Relay normally provides a resolution to all complaints within 72 hours. The

complaints enclosed are resolved. None of the nineteen complaints were escalated for action by the Federal Communications Commission.

The nature of the complaints were as follows:

Carrier of Choice not available

Problem accessing relay through 711 or toll free number

Problem calling an International number through Relay

Problem calling long distance through the Customer's provider

Unable to retrieve messages from Customer's answering machine

Customer's profile does not display

Customer's caller identification did not display properly

Customer's long distance carrier does not display properly on the caller's screen

Scam or harassing call through relay

CA was rude or didn't follow instructions

CapTel complaint

Complaint resolutions included:

Referred customer to their Long Distance phone provider

Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Provided information/education to customer

Technical department resolved the issue

Referred customer to their phone provider or law enforcement

Apologies to Customer and counseled CA

Updated customer's profile

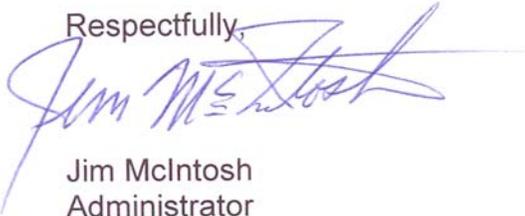
In the Miscellaneous Complaints category, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the

FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay. In addition, as part of outreach activities, Wyoming Relay educates users on ways to recognize fraudulent/scam calls, ways to prevent being victimized by the calls, and what to do if you have already been a victim of a fraudulent relay call.

Wyoming's relay provider (Hamilton Telephone Company) is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, VRS) under protective seal.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 12 pages
Wyoming Relay Complaint Tally Sheet, 3 pages
Wyoming Relay Complaint Report, 5 pages

Complaint Log Summary

June 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---|
| 16679 | 6-9-08 | 17 | Customer stated that the CA was rude and continued to interrupt the voice party by requesting the voice user to slow down. | 6-16-08 | Relay Manager apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. |
| 16687 | 6-26-08 | 56 | Customer stated that when attempting to place a long distance call through the relay, they receive an operator generated recording stating that the call did not go through. | 6-26-08 | Supervisor explained why the customer would be receiving this recording and directed customer to their long distance provider. Supervisor verified the customer's profile was set correctly. Customer understood. |
| 16881 | 6-26-08 | 17 | Customer stated that CA was rude on a call. | 7-1-08 | Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied. |
| 16896 | 6-28-08 | 49 | Customer stated that they are experiencing difficulties placing calls through the relay. Customer stated that at times their profile does not display at the workstation. | 6-28-08 | Customer Service discovered that the customer occasionally dials different relay access numbers and was profiled for only one. Customer Service updated the customer's profile and customer was satisfied. |
| 16688 | 6-30-08 | 51 | Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do | 6-30-08 | Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful. |

Complaint Log Summary

July 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---------------------------|
| | | | There were no customer complaints in July 2008. | | |

Complaint Log Summary

August 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---|
| 17168 | 8-6-08 | 49 | Customer asked why when dialing through the relay, their long distance company Bresnan shows on the screen as Qwest. Customer feels that the relay should display the correct carrier. | 8-6-08 | Customer Service explained that Qwest displays instead of Bresnan as they are a resale provider. Customer suggestion has been forwarded to management. Customer understood. 03-09: Relay updated system to allow the correct carrier information to display. |
| 17171 | 8-7-08 | 48 | Customer stated they were unable to reach the relay through 7-1-1 and had to use the toll-free number. | 8-7-08 | Supervisor attempted to gather customer information to look into issue; customer refused and hung up. Relay is unable to follow up with this issue as there is no telephone number or name of a carrier to work with. |

Complaint Log Summary

September 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---------------------------|
| | | | No customer complaints for September 2008 | | |

Complaint Log Summary

October 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---|
| 17718 | 10-7-08 | #49 | Customer stated that each time they dial an international number through the relay, they receive an error and the call will not go through | 10-7-08 | Customer Service apologized and stated that information would be forwarded to the technical department. The technical department placed test calls through the relay, which were successful. Customer was notified. |
| 17756 | 10-16-08 | #03 | Customer stated the CAs are unable to retrieve his messages from his voice answering machine. Customer stated he gives the CAs instructions each time. | 10-16-08 | Lead CA apologized and explained that with an automatic VCO connection, the CA must change the connect mode to enter the password. Lead CA offered to update their profile, so that they would not need to give instructions each time. Customer refused and hung up. |

Complaint Log Summary

November 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---------------------------|
| | | | No customer complaints in November 2008 | | |

Complaint Log Summary

December 2008

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|--|
| 98434 | 12-12-08 | #55 | Customer stated they were unable to place a CapTel call. | 12-12-08 | CapTel technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Customer was satisfied. |
| 18209 | 12-17-08 | #51 | Customer has been receiving fraudulent phone calls through the relay and inquired what could be done | 12-17-08 | 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. |
| 18353 | 12-30-08 | #45 | Customer stated that when placing a call to her daughter that the number was incorrect on the caller ID. | 12-31-08 | Supervisor forwarded the information to the technical department. The technical department discovered a workstation issue, which was resolved. Test calls were placed, which were successful. Customer was satisfied. |

Complaint Log Summary

January 2009

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|--|
| 18473 | 1-22-09 | #51 | Customer has been receiving fraudulent phone calls through the relay and inquired what could be done | 1-22-09 | 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. |

Complaint Log Summary

February 2009

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | No Customer Complaints for February 2009 | | |

Complaint Log Summary

March 2009

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---|
| 18797 | 3-3-09 | #51 | Customer has been receiving fraudulent phone calls through the relay and inquired what could be done. | 3-3-09 | 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. |
| 110475 | 3-26-09 | #55 | Customer reported difficulty making CapTel calls | 3-26-09 | At 12:40 pm CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 pm CST CapTel's supplier reestablished its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. Customer confirmed ability to make their call. |

Complaint Log Summary

April 2009

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---|
| 115290 | 4-24-09 | 55 | Customer complained that captions were stopping in the middle of his calls | 4-24-09 | Customer was advised that research indicated a poor phone connection as the reason for interrupted captions. Customer redialed the call successfully. |

Complaint Log Summary

May 2009

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---|
| 19314 | 5-5-09 | 51 | Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done. | 5-5-09 | 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. Additional information on relay service and preventing relay fraud was mailed to customer. |
| 19339 | 5-13-09 | 51 | Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done. | 5-13-09 | 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. |
| 19387 | 5-22-09 | 39 | Customer requested a profile for her mother with the long distance provider as TCT West. | 5-22-09 | Customer Service acquired the information and explained that TCT West was not a participating provider through the relay. Customer Service offered an alternative provider until TCT West was available. Customer declined and Customer Service contacted the carrier. A LOA request was forwarded to the provider. |

Wyoming Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

Service Complaints—Didn't Follow Customer's Instructions

Customer stated the CAs are unable to retrieve his messages from his voice answering machine. Customer stated he gives the CAs instructions each time.

Inquire Date 10/16/2008
Record ID 17756
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 10/16/2008
Resolution 10/16/2008

Lead CA apologized and explained that with an automatic VCO connection, the CA must change the connect mode to enter the password. Lead CA offered to update the profile, so that they would not need to give instructions each time. Customer refused and hung up.

Service Complaints—Agent Was Rude

Customer stated that the CA was rude and continued to interrupt the voice party by requesting the voice user to slow down.

Inquire Date 6/9/2008
Record ID 16679
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 6/16/2008
Resolution 6/16/2008

Relay Manager apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints—Agent Was Rude

Customer stated that CA was rude on a call.

Inquire Date 6/26/2008
Record ID 16881
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 7/1/2008
Resolution 7/1/2008

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

Technical Complaints—Carrier Choice Not Available/Other Equal Access

Customer requested a profile for her mother with the long distance provider as TCT West.

Inquire Date 5/22/2009
Record ID 19387
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/22/2009
Resolution

Customer Service acquired the information and explained that TCT West was not a participating provider through the relay. Customer Service offered an alternate provider until TCT West was available. Customer declined and Customer Service contacted the carrier. A letter of authorization request was forwarded to the provider.

**Technical Complaints—
Caller ID Not Working
Properly**

**Inquire Date 12/30/2008
Record ID 18353
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/31/2008
Resolution 12/31/2008**

Customer stated that when placing a call to her daughter that the number was incorrect on the caller ID.

Supervisor forwarded the information to the technical department. The technical department discovered a workstation issue, which was resolved. Test calls were placed, which were successful. Customer was satisfied.

**Technical Complaints—711
Problems**

**Inquire Date 8/7/2008
Record ID 17171
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 8/7/2008
Resolution 8/7/2008**

Customer stated they were unable to reach the relay through 7-1-1 and had to use the toll free number.

Supervisor attempted to gather customer information to look into issue and customer refused to give information. Customer hung up. Relay is unable to follow up with this issue as there is no telephone number or name of a carrier to work with.

**Technical Complaints—
Miscellaneous**

**Inquire Date 6/28/2008
Record ID 16896
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 6/28/2008
Resolution 6/28/2008**

Customer stated that they are experiencing difficulties placing calls through the relay. Customer stated that at times their profile does not display at the workstation.

Customer Service discovered that the customer occasionally dials different relay access numbers and was profiled for only one. Customer Service updated the customer's profile and customer was satisfied.

**Technical Complaints—
Miscellaneous**

**Inquire Date 8/6/2008
Record ID 17168
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 8/6/2008
Resolution 8/6/2008**

Customer asked why when dialing through the relay, their long distance company Bresnan shows on the screen as Quest. Customer feels that the relay should display the correct carrier.

Customer Service explained why the customer sees Qwest and not Bresnan on the screen as they are a resale provider. Customer Service stated this suggestion would be forwarded to management. Customer understood. Relay updated system on 3/09 allowing Bresnan to be displayed and customer was notified.

**Technical Complaints—
Miscellaneous**

Customer stated that each time they dial an international number through the relay, they receive an error and the call will not go through.

**Inquire Date 10/7/2008
Record ID 17718
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 10/7/2008
Resolution 10/7/2008**

Customer Service apologized and stated that information would be forwarded to the technical department. The technical department placed test calls through the relay, which were successful. Customer was notified.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

**Inquire Date 6/30/2008
Record ID 16688
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 6/30/2008
Resolution 6/30/2008**

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate customer service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

**Inquire Date 12/17/2008
Record ID 18209
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 12/18/2008
Resolution 12/18/2008**

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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

**Inquire Date 1/22/2009
Record ID 18473
Call Taken By Supervisor
CA Number
Responded By BJR
Response Date 1/22/2009
Resolution 1/22/2009**

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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Inquire Date 3/3/2009
Record ID 18797
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 3/3/2009
Resolution 3/3/2009

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

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.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Inquire Date 5/5/2009
Record ID 19314
Call Taken By State Relay
Office
CA Number
Responded By Tina
Response Date 5/5/2009
Resolution 5/5/2009

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

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. Additional information on relay service and preventing relay fraud was mailed to customer.

**Miscellaneous
Complaints—
Fraudulent/Harassment Call**

Inquire Date 5/13/2009
Record ID 19339
Call Taken By Customer
Service
CA Number
Responded By Tina
Response Date 5/13/2009
Resolution 5/13/2009

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

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.

**Miscellaneous
Complaints—
CapTel Complaints**

Inquire Date 12/12/2008
Record ID 98434
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 12/12/2008
Resolution 12/12/2008

Customer stated that they were having technical difficulties and unable to successfully complete a call through the CapTel service.

Customer Service forwarded the information to technical support. Technical support added a new area code/prefix combination to the system database which allowed the customer to successfully complete a captioned call through the CapTel service. Customer was satisfied.

**Miscellaneous
Complaints—
CapTel Complaints**

**Inquire Date 3/26/2009
Record ID 110475
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 3/26/2009
Resolution 3/26/2009**

Customer stated having technical difficulties in placing a call.

Customer Service investigated and discovered that a major network supplier that CapTel relies on experienced difficulties which impacted a number of CapTel calls. CapTel's supplier was able to re-establish its link allowing all calls to be routed and processed as usual. Customer Service noted that daily service levels were met that day as only a small amount of calls were affected. Customer Service notified the customer that the issue was resolved.

**Miscellaneous
Complaints—
CapTel Complaints**

**Inquire Date 4/24/2009
Record ID 115290
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 4/24/2009
Resolution 4/24/2009**

Customer stated that the captions stopped in the middle of their call.

Customer Service investigated and discovered that a poor telephone connection caused the interrupted captions. Customer Service notified the customer, test calls were placed which were successful.

**Miscellaneous
Complaints—
External Complaints**

**Inquire Date 6/26/2008
Record ID 16687
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 6/26/2008
Resolution 6/26/2008**

Customer stated that when attempting to place a long distance call through the relay, they receive an operator generated recording stating that the call did not go through.

Supervisor explained why the customer would be receiving this recording and directed customer to their long distance provider. Supervisor verified the customer's profile was set correctly. Customer understood.

**Wyoming Relay
June 2008 – May 2009
Total Complaints by Category**

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-------------|
| SERVICE COMPLAINTS | | | | | | | | | | | | | | |
| #00 CA Accuracy/Spelling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #01 CA Typing Speed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #02 Didn't Follow Database Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #03 Didn't Follow Customer Inst. | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 33.33% |
| #04 Didn't Keep Customer Informed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #05 CA Disconnected Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #06 Everything Relayed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #07 CA Misdialed Number | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #08 Poor Vocal Clarity/Enunciation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #09 Improperly Handled ASL or Related Culture Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #10 HCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #11 VCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #12 Replaced CA Improperly in Middle of Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #13 Background Noise Not Typed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #14 Feelings Not Described | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #15 Didn't Follow Voice Mail/Recording Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #16 Noise in Center | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #17 Agent Was Rude | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 66.67% |
| #18 Didn't Follow Emergency Call Handling Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #19 Spanish Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #20 Speech to Speech | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |

| | | | | | | | | | | | | | | | |
|-----|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-------------|
| #21 | Confidentiality Breach | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #22 | Connect Time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #23 | CA Typing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #24 | CA Gave Wrong Information | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #25 | CA Did Not Follow Policy/Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #26 | Improper Use of Call Release | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #27 | Improper Use of Speed Dialing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #28 | Improper Handling of Three Way Calling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #29 | Improper Use of Customer Data | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #30 | CA Hung Up on Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #31 | Miscellaneous Service Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| | TOTAL | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 100% | |
| | | | | | | | | | | | | | | | |
| | TECHNICAL COMPLAINTS | | | | | | | | | | | | | | |
| #32 | Lost Branding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #33 | Charged for Local Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #34 | Trouble Linking Up | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #35 | Line Disconnected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #36 | Garbled Message | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #37 | Database Not Available | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #38 | Busy Signal/Blockage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #39 | Carrier of Choice | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 16.67% | |
| #40 | Relay Not Available 24 Hours a Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #41 | Ascii/Baudot Break-down | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #42 | VCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #43 | HCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #44 | STS Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #45 | Caller ID Not Working Properly | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 16.67% | |
| #46 | Ringing/No Answer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| | | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | MAY | TOTAL | PCT. |

| | | | | | | | | | | | | | | | |
|-------------------------|-------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|--------|
| #47 | Connect Time (TTY-Voice) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #48 | 711 Problems | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 16.67% | |
| #49 | Miscellaneous Technical Complaint | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 50% | |
| TOTAL | | 1 | 0 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 6 | 100% |
| MISC COMPLAINTS | | | | | | | | | | | | | | | |
| #50 | Rates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #51 | Fraudulent/Harassment Call | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 2 | 6 | 60.00% |
| #52 | No Notice of How to Complain to FCC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #53 | LEC External Busy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #54 | 911 External Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #55 | CapTel Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 3 | 30.00% |
| #56 | External Complaints | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 10.00% |
| #57 | Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 2 | 1 | 2 | 10 | 100% |
| TOTAL COMPLAINTS | | 5 | 0 | 2 | 0 | 2 | 0 | 3 | 1 | 0 | 2 | 1 | 3 | 19 | |



Dave Freudenthal
Governor

State of Wyoming

Department of Workforce Services

DIVISION OF VOCATIONAL REHABILITATION
WYOMING RELAY

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Joan K. Evans
Director
Lisa M. Osvold
Deputy Director

CG Docket 03-123

DA 10-1090
June 29, 2010

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th St., S.W.
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary: June 2009 – May 2010

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2010.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state, whether filed with the TRS provider Hamilton Relay or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total "Service, Technical, and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2009, through May 31, 2010, the TRS provider processed nine thousand, nine hundred fifty-six (9,956) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of thirty-three thousand, eighty-six (33,086) CapTel outbound calls on behalf of Wyoming Relay. A total of seventeen (17) customer complaints were received, which is a rate of four one-hundredths of a percent (.04%). Of the seventeen (17) complaints, one was filed with CTI CapTel Customer Service, five were filed with Hamilton's Wyoming Relay Customer Service, one was filed with a Hamilton Lead CA, two were filed with a Hamilton Operations Manager, five were filed with the state agency, and three were filed with a Hamilton Supervisor.

Wyoming Relay processes any complaint, regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Resolutions to all complaints are normally provided within 72 hours. The complaints enclosed are resolved. None of the eighteen (18) complaints were escalated for action by the Federal Communications Commission.

The nature of the complaints were as follows:

- Carrier of Choice not available
- Scam or harassing call through relay
- CapTel complaint
- LEC Busy
- Garbling of message through VCO device

Complaint resolutions included:

- Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice
- Referred customer to their phone provider or law enforcement
- Provided information/education to customer
- Referred customer to their local phone provider
- Suggestions on how to clear the garbling and follow-up test calls

Over half (56%) of all the complaints received were associated with fraudulent phone calls through the relay service. Wyoming Relay has worked hard to successfully promote the use and understanding of relay service. We have specifically targeted the business community to provide information regarding customers who may be trying to contact their business through relay so that they do not hang up on them. To the extent that we have been able to verify the information from the complaints, all the fraudulent calls have been placed through internet relay providers and not Wyoming Relay. To the businesses and citizens of Wyoming, however, "relay is relay," and most individuals do not know that internet relay service is not provided by Wyoming Relay. Results of these fraudulent internet relay service calls include the following: businesses lose money and productivity; Wyoming Relay's reputation is harmed; and—most importantly—individuals who are deaf or hard-of-hearing are harmed when businesses are reluctant to (or simply refuse to take) calls through relay.

This is a systemic problem that is not limited to one provider. There is an inherent conflict of interest for relay providers to aggressively pursue solutions to this problem because the providers are reimbursed for calls whether they are fraudulent or legitimate. Thus, fraudulent calls can be a substantial source of income for the providers.

The Wyoming Division of Vocational Rehabilitation applauds the FCC's previous efforts to address fraudulent relay service activities and hopes that the FCC will continue to explore options. To assist Wyoming Relay (as well as other states' relay programs) in resolving these complaints, it would help if the FCC required that providers verify that the addresses of registered users are valid addresses. Of further assistance would be to require that relay operator identification numbers be unique to each operator, with specific, non-duplicated number blocks assigned to each provider.

Wyoming Relay will continue to educate users on ways to recognize fraudulent/scam calls, ways to prevent being victimized by the calls, and what to do if you have already been a victim of a fraudulent relay call.

Wyoming's relay provider (Hamilton Telephone Company) is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, and VRS) under protective seal.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Lori Cielinski
WY Relay Program Consultant

Enclosures: Consumer Complaint Log Summary, 12 pages
Wyoming Relay Complaint Tally Sheet, 3 pages
Wyoming Relay Complaint Report, 5 pages

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. |

Complaint Log Summary

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. | | |

Complaint Log Summary

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. |

Complaint Log Summary

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. | | |
| | | | | | |
| | | | | | |

Complaint Log Summary

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. |

Complaint Log Summary

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. | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Complaint Log Summary

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. |

Complaint Log Summary

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. |

Complaint Log Summary

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. |

Complaint Log Summary

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. |

Complaint Log Summary

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. |

Complaint Log Summary

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. |

Wyoming Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

CapTel--Complaints

Customer stated they are unable to place a call using CapTel. Customer stated that they are unable to connect to a CapTel OPR. Customer also stated they are no longer receiving caller ID. Customer has long distance service with Qwest.

Inquire Date 1/11/2010
Record ID 20634
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/11/2010
Resolution Date 1/11/2010

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.

CapTel--Complaints

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.

Inquire Date 3/22/2010
Record ID 20987
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/25/2010
Resolution Date 4/15/2010

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.

CapTel--Complaints

Dialing/Setup - Call Waiting.

Inquire Date 12/15/2009
Record ID 158275
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 12/15/2009
Resolution 12/15/2009

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

External Complaints--LEC Busy

Customer stated that they had no dial tone on their home phone line.

Inquire Date 6/19/2009
Record ID 19541
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/22/2009
Resolution Date 6/22/2009

Assistant Operations Manager emailed customer and directed them to their local telephone provider to check their phone line. Customer was satisfied.

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

***Inquire Date 6/29/2009
Record ID 23171
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 6/29/2009
Resolution 6/29/2009***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

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

***Inquire Date 8/20/2009
Record ID 19933
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/20/2009
Resolution Date 8/20/2009***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

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.

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

***Inquire Date 8/27/2009
Record ID 19990
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/27/2009
Resolution Date 8/27/2009***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

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.

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

***Inquire Date 12/7/2009
Record ID 20447
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 12/7/2009
Resolution Date 12/7/2009***

Customer contacted the Wyoming Vocational Rehabilitation office concerning a recently received fraudulent call.

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

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

Customer contacted the Wyoming Vocational Rehabilitation office concerning a recently received fraudulent call.

***Inquire Date 2/4/2010
Record ID 20746
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 2/4/2010
Resolution Date 2/4/2010***

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

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

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 2/24/2010
Record ID 20854
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2010
Resolution Date 2/24/2010***

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.

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

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 3/4/2010
Record ID 20979
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 3/4/2010
Resolution Date 3/4/2010***

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

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

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 4/7/2010
Record ID 23172
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 4/7/2010
Resolution 4/7/2010***

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

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

Inquire Date 5/10/2010

Record ID 21271

Call Taken By Lead CA

CA Number

Responded By Candance

Response Date 5/10/2010

Resolution 5/10/2010

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

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.

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

Inquire Date 5/25/2010

Record ID 21274

Call Taken By Customer Service Rep

CA Number

Responded By Johna

Response Date 5/25/2010

Resolution 5/25/2010

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

***Service Complaints—Didn't follow
database instructions***

Inquire Date 2/19/2010

Record ID 20852

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 2/19/2010

Resolution 2/19/2010

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.

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.

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

Inquire Date 10/19/2009

Record ID 20273

Call Taken By Supervisor

CA Number

Responded By Tina

Response Date 10/19/2009

Resolution Date 10/19/2009

Customer requested Mid-Continent Communication for their long distance provider through the relay.

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.

Technical Complaints—Garbled Message

Inquire Date 8/21/2009
Record ID 20004
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 8/21/2009
Resolution 8/21/2009

Customer stated his girlfriend is receiving garble when placing a call using her VCO equipment with the cell phone.

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.

**Wyoming Relay
June 2009 – May 2010
Total Complaints by Category**

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-------------|
| SERVICE COMPLAINTS | | | | | | | | | | | | | | |
| #00 CA Accuracy/Spelling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #01 CA Typing Speed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #02 Didn't Follow Database Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 5.88% |
| #03 Didn't Follow Customer Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #04 Didn't Keep Customer Informed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #05 CA Disconnected Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #06 Everything Relayed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #07 CA Misdialed Number | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #08 Poor Vocal Clarity/Enunciation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #09 Improperly Handled ASL or Related Culture Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #10 HCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #11 VCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #12 Replaced CA Improperly in Middle of Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #13 Background Noise Not Typed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #14 Feelings Not Described | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #15 Didn't Follow Voice Mail/Recording Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #16 Noise in Center | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #17 Agent Was Rude | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #18 Didn't Follow Emergency Call Handling Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #19 Spanish Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #20 Speech to Speech | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |

| | | | | | | | | | | | | | | | |
|-----------------------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-------------|
| #21 | Confidentiality Breach | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #22 | Connect Time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #23 | CA Typing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #24 | CA Gave Wrong Information | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #25 | CA Did Not Follow Policy/Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #26 | Improper Use of Call Release | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #27 | Improper Use of Speed Dialing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #28 | Improper Handling of Three Way Calling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #29 | Improper Use of Customer Data | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #30 | CA Hung Up on Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #31 | Miscellaneous Service Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| | TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 5.88% | |
| TECHNICAL COMPLAINTS | | | | | | | | | | | | | | | |
| #32 | Lost Branding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #33 | Charged for Local Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #34 | Trouble Linking Up | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #35 | Line Disconnected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #36 | Garbled Message | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5.88% | |
| #37 | Database Not Available | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #38 | Busy Signal/Blockage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #39 | Carrier of Choice | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5.88% | |
| #40 | Relay Not Available 24 Hours a Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #41 | Ascii/Baudot Break-down | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #42 | VCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #43 | HCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #44 | STS Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #45 | Caller ID Not Working Properly | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| #46 | Ringing/No Answer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | |
| | | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |

| | | | | | | | | | | | | | | | |
|-------------------------|-------------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|----|--------|
| #47 | Connect Time (TTY-Voice) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #48 | 711 Problems | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #49 | Miscellaneous Technical Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 11.77% |
| MISC COMPLAINTS | | | | | | | | | | | | | | | |
| #50 | Rates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #51 | Fraudulent/Harassment Call | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 2 | 10 | 58.82% |
| #52 | No Notice of How to Complain to FCC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #53 | LEC External Busy | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5.88% |
| #54 | 911 External Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #55 | CapTel Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 3 | 17.65% |
| #56 | External Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #57 | Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | | 2 | 0 | 2 | 0 | 0 | 0 | 2 | 1 | 2 | 2 | 1 | 2 | 14 | 82.35% |
| TOTAL COMPLAINTS | | 2 | 0 | 3 | 0 | 1 | 0 | 2 | 1 | 3 | 2 | 1 | 2 | 17 | 100% |



State of Wyoming
Department of Workforce Services
 DIVISION OF VOCATIONAL REHABILITATION
WYOMING RELAY



Matthew H. Mead
 Governor

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dws-wyrelay@wyo.org
www.wyomingworkforce.org

Joan K. Evans
 Director
Lisa M. Osvold
 Deputy Director

CG Docket No. 03-123
 DA 11-1075
 June 30, 2011

Marlene H. Dortch
 Office of the Secretary
 Federal Communications Commission
 445 12th Street, SW
 Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2010 to May 31, 2011
 Contact Information: Change of email address
 Substantive Changes in TRS Programs: Change of provider

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission’s rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2011.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service in the State, whether filed with the TRS provider (Hamilton Relay) or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total “Service, Technical, and Miscellaneous Complaints.” The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2010, through May 31, 2011, the TRS provider completed eleven thousand, three hundred twenty (11,320) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider’s subcontractor (Captioned Telephone, Inc.) also completed a total of thirty-four thousand, one hundred ninety-nine (34,199) CapTel outbound calls on behalf of Wyoming Relay. A total of ten (10) customer complaints were received, which is a rate of two one-hundredths of a percent (0.02%). Of the ten (10) complaints, two (2) were filed with Captioned Telephone’s Customer Service, four (4) were filed with Hamilton’s Wyoming Relay Customer Service, two (2) were filed with a Hamilton Lead CA and two (2) were filed with a Hamilton Supervisor.



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Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Resolutions to most complaints are provided within twenty-four (24) hours. The longest amount of time to resolve a complaint during this reporting period was seven (7) days. The complaints enclosed are resolved. None of the ten (10) complaints were escalated for action by the Federal Communications Commission.

The nature of the complaints were as follows:

- Fraudulent call through relay
- CapTel complaint
- CA hung up on the caller
- HCO breakdown
- Caller unable to use 711

Complaint resolutions included:

- Referred customer to their phone provider or law enforcement
- Created a profile for caller
- Counseled CA
- Technical department researched and discovered originator's line disconnected
- Implemented new procedure
- Provided information education to customer

Wyoming's relay provider (Hamilton Telephone Company) is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, VRS) under protective seal.

The State of Wyoming has recently changed email providers and thus the email address of the contact person who receives inquiries and complaints from consumers about the Intrastate TRS has changed. Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant
Department of Workforce Services
Division of Vocational Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
Voice/TTY: (800) 452-1408
Voice/TTY: (307) 577-0539
Fax: (307) 472-5601
Email: lori.cielinski@wyo.gov
Website: <http://www.wyomingworkforce.org/vr/wyrds.aspx>



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Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.605(f), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation hereby notifies the Commission that as a result of a competitive process which included the submission and comprehensive evaluation of proposals, Sprint Communications Company, L.P. has been selected as Wyoming's new provider of Telecommunications Relay Service (TRS) and will begin processing Wyoming Relay calls on August 1, 2011.

The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program will continue to meet federal minimum standards after implementing the change in providers. The Contract between the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation and Sprint Communications Company, L.P., which was executed on May 23, 2011, requires that Wyoming Relay Service shall comply with all federal requirements for intrastate and interstate telecommunications relay service. In addition to the competitive process in response to the comprehensive Request for Proposal, the resulting contract includes liquidated damages for the failure to meet performance requirements as well as provisions for termination of the Contract. All of these measures provide the Division of Vocational Rehabilitation a method that makes available adequate procedures and remedies for enforcing the FCC's requirements of the state program.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Lori Cielinski
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 12 pages
Wyoming Relay Complaint Tally Sheet, 3 pages
Wyoming Relay Complaint Report, 2 pages



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Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

June 2010

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---|
| 21498 | 6/5/2010 | 30 | Customer stated the CA hung up on the call. Customer did not have the CA number. | 6/9/2010 | Lead CA apologized and forwarded information to the technical department. The technical department discovered that the originator's line disconnected. Customer was notified. |
| 21499 | 6/18/2010 | 51 | Officer was investigating a harassing telephone call and inquired what information was available. | 6/18/2010 | Lead CA explained that if a subpoena was obtained then call information may be released to the Court. Customer understood. |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

July 2010

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---|
| 21602 | 7/27/2010 | 43 | State agency's staff was assisting a customer to set up their new HCO equipment and requested a profile to be set for the customer. State agency's staff stated that while placing test calls, the CA's were unable to switch connect modes and properly connect to HCO at the workstation. | 8/3/2010 | Supervisor apologized and forwarded information to the technical department. Profile was implemented and test calls were placed concerning the connect mode issue. Test calls revealed that new procedures were needed in order for proper connection mode sequencing. Information was forwarded to management and new procedures were implemented. |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

August 2010

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|--|
| 21768 | 8/26/2010 | 51 | Customer has been receiving fraudulent phone calls through the relay and inquired what could be done. | 8/26/2010 | 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. |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

September 2010

| 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. | | |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

October 2010

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|--|
| 214087 | 10/29/2010 | 55 | Customer reported receiving a bill from the state's default carrier and mentioned that he registered his preferred long distance carrier at the time of ordering the CapTel phone. | 10/29/2010 | After further investigation, it was confirmed that customer did share his long distance carrier information at the time of sale. Customer Service apologized for this oversight and confirmed that customer is now properly registered. Customer Service advised the customer to send a copy of his bill to CapTel Customer Service for reimbursement. |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

November 2010

| 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. | | |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

December 2010

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints during the month of December. | | |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

January 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|--|
| 22644 | 1/5/2011 | 51 | Customer has been receiving fraudulent calls through the relay and inquired what could be done. | 1/5/2011 | 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. |
| 22670 | 1/6/2011 | 51 | Customer has been receiving fraudulent calls through the relay and inquired what could be done. | 1/6/2011 | 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. |
| 22799 | 1/21/2011 | 56 | Customer stated they are unable to use 7-1-1 in their office. | 1/21/2011 | Customer Service explained why 7-1-1 would not work through their office PBX and offered to speak with the office telephone administrator. Customer refused at this time. Customer Service provided the toll free number to access the relay. Customer was satisfied. |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

February 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|--|
| 23016 | 2/2/2011 | 51 | Customer has been receiving fraudulent calls through the relay and inquired what could be done. | 2/2/2011 | 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. |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

March 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---|
| 245161 | 3/11/2011 | 55 | State agency's staff shared feedback regarding accuracy of captions and provided specific call data. | 3/11/2011 | Customer Service apologized for the 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. |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

April 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---------------------------|
| | | | There were no complaints during the month of April. | | |

Wyoming Relay
June 2010 – May 2011
Complaint Log Summary

May 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---------------------------|
| | | | There were no complaints during the month of May. | | |

Wyoming Relay 2011 FCC Complaint Report

6/1/2010 to 5/31/2011

Service Complaints--CA Hung Up on Caller

Customer stated the CA hung up on the call. Customer did not have the CA number.

Inquire Date 6/5/2010
Record ID 21498
Call Taken By Lead CA
Responded By Chuck
Response Date 6/8/2010
Resolution 6/9/2010

Lead CA apologized and forwarded information to the technical department. The technical department discovered that the originator's line disconnected. Customer was notified.

Technical Complaints—HCO Breakdown

State agency's staff was assisting a customer to set up their new HCO equipment and requested a profile to be set for the customer. State agency's staff stated that while placing test calls, the CAs were unable to switch connect modes and properly connect to HCO at the workstation.

Inquire Date 7/27/2010
Record ID 21602
Call Taken By Supervisor
Responded By Michelle
Response Date 7/27/2010
Resolution 8/3/2010

Supervisor apologized and forwarded information to the technical department. Profile was implemented and test calls were placed concerning the connect mode issue. Test calls revealed that new procedures were needed in order for proper connection mode sequencing. Information was forwarded to management and new procedures were implemented.

Miscellaneous Complaints--Fraudulent/Harassment Call

Officer was investigating a harassing telephone call and inquired what information was available.

Inquire Date 6/18/2010
Record ID 21499
Call Taken By Lead CA
Responded By Rosie
Response Date 6/18/2010
Resolution 6/18/2010

Lead CA explained that if a subpoena was obtained then call information may be released to the Court. Customer understood.

Miscellaneous Complaints --Fraudulent/Harassment Call

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Inquire Date 8/26/2010
Record ID 21768
Call Taken By Customer Service
Responded By Tina
Response Date 8/26/2010
Resolution 8/26/2010

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.

Miscellaneous Complaints --Fraudulent/Harassment Call

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Inquire Date 1/5/2011
Record ID 22644
Call Taken By Customer Service
Responded By Tina
Response Date 1/5/2011
Resolution 1/5/2011

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.

**Miscellaneous Complaints --
Fraudulent/Harassment Call**

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

**Inquire Date 1/6/2011
Record ID 22670
Call Taken By Customer Service
Responded By Tina
Response Date 1/6/2011
Resolution 1/6/2011**

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.

**Miscellaneous Complaints --
Fraudulent/Harassment Call**

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

**Inquire Date 2/2/2011
Record ID 23016
Call Taken By Supervisor
Responded By Jody
Response Date 2/2/2011
Resolution 2/2/2011**

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.

**Miscellaneous Complaints --
CapTel Complaints**

Customer reported receiving a bill from the state's default carrier and mentioned that he registered his preferred long distance carrier at the time of ordering the CapTel phone.

**Inquire Date 10/29/2010
Record ID 214087
Call Taken By CapTel Customer Service
Responded By J.A.
Response Date 10/29/2010
Resolution 10/29/2010**

After further investigation, it was confirmed that customer did share his long distance carrier information at the time of sale. Customer Service apologized for this oversight and confirmed that customer is now properly registered. Customer Service advised the customer to send a copy of his bill to CapTel Customer Service for reimbursement.

**Miscellaneous Complaints --
CapTel Complaints**

State agency's staff shared feedback regarding accuracy of captions and provided specific call data.

**Inquire Date 3/11/2011
Record ID 245161
Call Taken By CapTel Customer Service
Responded By J.L.
Response Date 3/11/2011
Resolution 3/11/2011**

Customer Service apologized for the incidence and thanked customer for the feedback. Call detail was shared with the Call Center management for follow-up with the CA by the CA's supervisor.

**Miscellaneous Complaints--
External Complaints**

Customer stated they are unable to use 711 in their office.

**Inquire Date 1/21/2011
Record ID 22799
Call Taken By Customer Service
Responded By Tina
Response Date 1/21/2011
Resolution 1/21/2011**

Customer Service explained why 711 would not work through their office PBX and offered to speak with the office telephone administrator. Customer refused at this time. Customer Service provided the toll free number to access the relay. Customer was satisfied.

**Wyoming Relay
June 2010 – May 2011
Total Complaints by Category**

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|------|
| SERVICE COMPLAINTS | | | | | | | | | | | | | | |
| #00 CA Accuracy/Spelling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #01 CA Typing Speed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #02 Didn't Follow Database Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #03 Didn't Follow Customer Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #04 Didn't Keep Customer Informed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #05 CA Disconnected Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #06 Everything Relayed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #07 CA Misdialed Number | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #08 Poor Vocal Clarity/Enunciation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #09 Improperly Handled ASL or Related Culture Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #10 HCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #11 VCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #12 Replaced CA Improperly in Middle of Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #13 Background Noise Not Typed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #14 Feelings Not Described | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #15 Didn't Follow Voice Mail/Recording Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #16 Noise in Center | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #17 Agent Was Rude | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #18 Didn't Follow Emergency Call Handling Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #19 Spanish Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #20 Speech to Speech | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---------------|
| #21 Confidentiality Breach | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #22 Connect Time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #23 CA Typing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #24 CA Gave Wrong Information | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #25 CA Did Not Follow Policy/Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #26 Improper Use of Call Release | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #27 Improper Use of Speed Dialing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #28 Improper Handling of Three Way Calling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #29 Improper Use of Customer Data | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #30 CA Hung Up on Caller | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 10.00% |
| #31 Miscellaneous Service Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | 1 | 0 | 1 | 10.00% |

| TECHNICAL COMPLAINTS | | | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|--------|
| #32 Lost Branding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #33 Charged for Local Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #34 Trouble Linking Up | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #35 Line Disconnected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #36 Garbled Message | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #37 Database Not Available | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #38 Busy Signal/Blockage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #39 Carrier of Choice | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #40 Relay Not Available 24 Hours a Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #41 Ascii/Baudot Break-down | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #42 VCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #43 HCO Breakdown | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 10.00% |
| #44 STS Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #45 Caller ID Not Working Properly | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #46 Ringing/No Answer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| #47 Connect Time (TTY-Voice) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #48 711 Problems | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #49 Miscellaneous Technical Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 10.00% |
| MISC COMPLAINTS | | | | | | | | | | | | | | |
| #50 Rates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #51 Fraudulent/Harassment Call | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 5 | 50.00% |
| #52 No Notice of How to Complain to FCC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #53 LEC External Busy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #54 911 External Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #55 CapTel Complaints | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 20.00% |
| #56 External Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 10.00% |
| #57 Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 8 | 80.00% |
| TOTAL COMPLAINTS | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 10 | 100% |



State of Wyoming Department of Workforce Services

DIVISION OF VOCATIONAL REHABILITATION

WYOMING RELAY

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800.452.1408 or 307.577.0539 V/TTY ▪ Fax: 307.472.5601

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Joan K. Evans
Director

Lisa M. Osvold
Deputy Director

Matthew H. Mead
Governor

CG Docket No. 03-123

DA 12-955

June 27, 2012

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2011 to May 31, 2012

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2012.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service in the State, whether filed with the TRS provider from June 1, 2011 through July 31, 2011 (Hamilton Relay); the TRS provider from August 1, 2011 through May 31, 2012 (Sprint Communications Company, L.P.); or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint within "Service, Technical, and Miscellaneous Complaints" is of the total complaints. The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2011, through May 31, 2012, the TRS providers completed eight thousand, two hundred eighty-one (8,281) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS providers' subcontractor (Captioned Telephone, Inc.) also completed a total of thirty-seven thousand, two hundred ninety (37,290) CapTel outbound calls on behalf of Wyoming Relay. A total of five (5) customer complaints were received, which is a rate of one one-hundredths of a percent (0.01%). Of the five (5) complaints, four (4) were filed with the State of Wyoming TRS Administrator and one (1) was filed with Sprint's Customer Service.

Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. The longest amount of time to resolve a complaint during this reporting period was ten (10) days. The complaints enclosed are resolved. None of the five (5) complaints were escalated for action by the Federal Communications Commission.

The nature of the complaints follows:

- Caller unable to use 711
- VCO caller unable to connect
- Fraudulent call through relay

Complaint resolutions included:

- Worked with customer's phone service provider to ensure correct routing of calls
- Provided information and education to customer

Wyoming's relay providers (Hamilton Telephone Company June 1, 2011 through July 31, 2011 and Sprint Communications Company, L.P. August 1, 2011 through May 31, 2012) are filing the requested interstate call type data (traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, and VRS) under protective seal.

Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant
Department of Workforce Services
Division of Vocational Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
Voice/TTY: (800) 452-1408
Voice/TTY: (307) 577-0539
Fax: (307) 472-5601
Email: lori.cielinski@wyo.gov

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Lori Cielinski
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 12 pages
Wyoming Relay Complaint Tally Sheet, 3 pages



We Bridge Human and Economic
Development for Wyoming's Future.



Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

June 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

July 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

Wyoming Relay
 June 2011 – May 2012
 Complaint Log Summary

August 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|--|
| None | 08/08/2011 | #48 | When customer dials 7-1-1 on their cell phone the call routes to Relay Colorado. | 8/18/2011 | The State of Wyoming TRS Administrator worked with Verizon's technical department and Sprint's technical engineer to correct the translation problem. Test calls confirmed calls routed correctly. |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

September 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|---|--------------------|---|
| None | 9/2/2011 | #49 | VCO user reports the relay operators are not hearing her or typing in a response. She also reports her calls are not going through. | 9/8/2011 | A trouble ticket was entered. VCO branding was tested and confirmed. It was determined that customer recently switched phone service to a digital cable television provider which is incompatible with the customer's equipment and causes inconsistent service problems. Customer was notified and satisfied with explanation. |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

October 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-----------------|-------------------|---------------------|--|--------------------|---|
| K6450759 087 | 10/07/2011 | #48 | A representative from the state of WY says several WY customers have been unable to reach 7-1-1. They receive fast busy signals. | 10/10/2011 | Apologized for inconvenience. Explained this is usually a problem with local phone company, as they are the ones who route 7-1-1. A trouble ticket IM24935 was filed and the Sprint Relay technician reached out to the customer and their Qwest/CenturyLink contact to make test calls. The customer confirmed that 7-1-1 is now working. Ticket closed. |
| K6450759 915 | 10/10/2011 | #48 | Customer states that 7-1-1 is not working. | 10/10/2011 | The customer's carrier has fixed the issue, and the customer was notified. |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

November 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

December 2011

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|--|
| NA | 12/12/2011 | 51 | A law enforcement representative called to report relay fraud calls through i711 to a hotel in his jurisdiction. | 12/12/2011 | The State of Wyoming TRS Administrator addressed the concerns by determining the calls to the hotel were not being handled by Wyoming Relay, but by another relay service provider. The TRS Administrator also provided the law enforcement representative with materials and information on how to detect, report, and investigate relay fraud calls, and also provided a list of IP Relay providers. The law enforcement representative was satisfied. |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

January 2012

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

February 2012

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

March 2012

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

April 2012

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

Wyoming Relay
June 2011 – May 2012
Complaint Log Summary

May 2012

| Tracking # | Date of Complaint | Cat. # Of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|-------------------|---------------------|--|--------------------|---------------------------|
| | | | There were no complaints received during this month. | | |

**Wyoming Relay
June 2011 – May 2012
Total Complaints by Category**

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|------|
| SERVICE COMPLAINTS | | | | | | | | | | | | | | |
| #00 CA Accuracy/Spelling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #01 CA Typing Speed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #02 Didn't Follow Database Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #03 Didn't Follow Customer Inst. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #04 Didn't Keep Customer Informed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #05 CA Disconnected Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #06 Everything Relayed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #07 CA Misdialed Number | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #08 Poor Vocal Clarity/Enunciation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #09 Improperly Handled ASL or Related Culture Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #10 HCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #11 VCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #12 Replaced CA Improperly in Middle of Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #13 Background Noise Not Typed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #14 Feelings Not Described | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #15 Didn't Follow Voice Mail/Recording Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #16 Noise in Center | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #17 Agent Was Rude | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #18 Didn't Follow Emergency Call Handling Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #19 Spanish Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #20 Speech to Speech | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| #21 Confidentiality Breach | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #22 Connect Time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #23 CA Typing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #24 CA Gave Wrong Information | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #25 CA Did Not Follow Policy/Procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #26 Improper Use of Call Release | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #27 Improper Use of Speed Dialing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #28 Improper Handling of Three Way Calling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #29 Improper Use of Customer Data | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #30 CA Hung Up on Caller | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #31 Miscellaneous Service Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | 0 | 0% |

TECHNICAL COMPLAINTS

| | | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-------------|
| #32 Lost Branding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #33 Charged for Local Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #34 Trouble Linking Up | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #35 Line Disconnected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #36 Garbled Message | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #37 Database Not Available | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #38 Busy Signal/Blockage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #39 Carrier of Choice | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #40 Relay Not Available 24 Hours a Day | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #41 Ascii/Baudot Break-down | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #42 VCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #43 HCO Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #44 STS Breakdown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #45 Caller ID Not Working Properly | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #46 Ringing/No Answer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT. |

| | | | | | | | | | | | | | | |
|-------------------------|-------------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|------|
| #47 | Connect Time (TTY-Voice) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #48 | 711 Problems | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 60% |
| #49 | Miscellaneous Technical Complaint | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 20% |
| TOTAL | | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 80% |
| MISC COMPLAINTS | | | | | | | | | | | | | | |
| #50 | Rates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #51 | Fraudulent/Harassment Call | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 20% |
| #52 | No Notice of How to Complain to FCC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #53 | LEC External Busy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #54 | 911 External Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #55 | CapTel Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #56 | External Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #57 | Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| TOTAL | | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 20% |
| TOTAL COMPLAINTS | | 0 | 0 | 1 | 1 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 5 | 100% |