

Idaho Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
58600	10/11/2012		Brenda	Brenda	Customer requested Cable One as their long distance provider through the relay.	10/11/2012	Customer Service explained that Cable One was not a participating provider and stated a temporary profile would be implemented. Customer Service has contacted the carrier to acquire letter of authorization. Cable One stated that they are a Level 3 provider and would not have carrier identification code access for the Relay, so they will not be a participating provider. Customer was notified.
60354	11/9/2012		Tina	Tina	Customer stated they are unable to place a call through the relay using their cell phone.	11/9/2012	Customer Service apologized and verified the cell phone number. Profile was implemented and customer was notified.
61185	11/27/2012		Tina	Tina	Customer stated they dialed the TTY user's number and the call was answered by Relay.	11/27/2012	Customer Service apologized and stated the line must be forwarding to the Relay. Customer Service directed the customer to their provider for further assistance. Customer was satisfied.
62736	12/22/2012	1285	Erica	Erica	Customer stated the CA did not type exactly what they said.	12/22/2012	Customer Service apologized and stated the CA would be counseled and monitored frequently. CA was counseled. Monitoring has occurred and CA is handling calls according to policy. Customer was notified.
63046	12/29/2012		Chuck	Chuck	Customer stated they receive a fast busy signal when dialing 711.	12/29/2012	Customer Service discovered that the VCO device was not programmed properly with the relay number. Customer Service explained how to program and dial the relay from their equipment. Customer placed a test call; which was successful. Customer was satisfied.
66096	2/11/2013		Michelle	Michelle	Customer requested CTC Telecom as their long distance provider through the relay.	2/11/2013	Customer Service explained that CTC Telecom was not a participating provider through the relay. Customer Service set up a temporary profile to allow calls to be placed through the relay. Customer Service contacted CTC Telecom to become a participating provider through the relay. CTC Telecom has provided the relay with a letter of authorization and test calls were successful. Customer's profile was amended with CTC Telecom as their long distance provider and customer was notified.

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Category
Technical Complaints - Carrier Choice Not Available/Other Equal Access
External Complaints - Miscellaneous
External Complaints - Miscellaneous
Service Complaints - CA Accuracy/Spelling/Verbatim
Technical Complaints - 711 Problems
Technical Complaints - Carrier Choice Not Available/Other Equal Access