

## Montana 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
67868	3/20/2013		Tina	Tina	Customer stated that on their VCO call, VCO did not connect automatically. Customer stated that there was a delay before they received connection to the relay. Customer also stated the CA's typing was garbled.	5/31/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the profile setting, which has been resolved. Customer Service notified the customer and explained that the issue was the cause for the delay in response. Customer Service stated that additional testing would be conducted concerning the garble received on their Captel 840 device, when in VCO mode. Customer understood. Customer Service has attempted several times unsuccessfully, to reach the customer for testing.
73344	5/15/2013		Dixie	Dixie	Representative from Twin Rivers Telco stated that while placing test calls to 711, the calls were garbled. Representative stated that when dialing 711 there is garble, but dialing through the relay toll free number there is not.	5/15/2013	Customer Service forwarded information to the technical department. The technical department worked with the provider to ensure 711 was routed correctly and issue was resolved. Customer was notified.

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Category
Technical Complaints - Miscellaneous
Technical Complaints - 711 Problems