

Iowa Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
577295	7/11/2013		Ellis	Ellis	Speech-language pathologist called on behalf of STS user to ensure the routing of their 7-1-1 calls to Relay Iowa STS. When they attempted a call they received a MN Relay CA.	7/12/2013	Customer Service verified that the STS users profile was set correctly with Relay Iowa. Customer Service discovered the customer was using a cell phone that was routing off of a tower sending 7-1-1 calls to MN Relay. Customer Service directed the customer to their cell phone provider for assistance with their call and provided the Relay Iowa toll free number to ensure they reach a Relay Iowa CA. Customer was satisfied.	External Complaints - Miscellaneous
581111	7/18/2013		Ellis	Ellis	Speech-language pathologist called on behalf of STS user to ensure the routing of their 7-1-1 calls to Relay Iowa STS. When they attempted a call they received a MN Relay CA.	7/18/2013	Customer Service verified that the STS users profile was set correctly with Relay Iowa. Customer Service discovered the customer was using a cell phone that was routing off of a tower sending 7-1-1 calls to MN Relay. Customer Service directed the customer to their cell phone provider for assistance with their call and provided the Relay Iowa toll free number to ensure they reach a Relay Iowa CA. Customer was satisfied.	External Complaints - Miscellaneous
137212	8/21/2013		Dawn	Dawn	Customer stated they are connected to Relay Iowa when they dial 7-1-1 from a cell phone and they are in Illinois.	8/21/2013	Customer Service explained why this could be happening and referred them to their mobile service provider for assistance with 7-1-1 through their system. Customer Service provided the Illinois Relay toll free number. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
282554	9/12/2013		Ellis	Ellis	Customer indicated that a company would not accept their VRS call, and indicated they would only accept text-based relay calls. Customer inquired how they could file a complaint against the company.	9/13/2013	Customer Service informed customer that we could explain TRS to the company, but suggested having a VRS Customer Service representative call to explain VRS calls, as Hamilton does not offer that service. Customer provided information on how to file a complaint with the FCC and the Better Business Bureau. Customer was satisfied.	External Complaints - Miscellaneous
1093704	9/13/2013	80946F	Ellis	Ellis	Customer indicated a third-party refused to take their call through IP Relay, and inquired how to access Relay Iowa through a computer.	9/16/2013	Customer Service apologized and directed the customer to their IP Relay provider and the Customer Service department of the company they were trying to reach to file a complaint. Customer Service explained about TTY software for their computer and how to access the Relay through the computer. Customer was satisfied.	External Complaints - Miscellaneous
6083753	11/20/2013		Tyna	Tyna	Customer stated their mother is unable to use 7-1-1 through their TTY, but they are able to accept calls through Relay on the TTY.	11/20/2013	Customer Service provided troubleshooting tips and connections to check on the TTY. Customer stated will troubleshoot the TTY device and contact back if problem persists. Customer returned a call and indicated an issue with the new phone line; local carrier has resolved the issue. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
596590	11/21/2013		Tyna	Tyna	Customer stated their mother is unable to use 7-1-1 through their TTY, but they are able to accept calls through Relay on the TTY.	11/21/2013	Customer Service provided troubleshooting tips and connections to check on the TTY. Customer stated will troubleshoot the TTY device and contact back if problem persists. Customer returned a call and indicated an issue with the new phone line; local carrier has resolved the issue. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
571911	11/22/2013		Tyna	Tyna	Customer stated they are still experiencing connections issues with their mother's TTY device.	11/22/2013	Customer Service referred the customer to their provider regarding how service is set up. Customer was satisfied.	Technical Complaints - Miscellaneous

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690451	12/10/2013		Carey	Carey	Customer stated that they are attempting to place a call to a TTY user and they are receiving a recording stating that the number does not accept calls from that area code.	12/17/2013	Customer Service explained that the recording is an operator generated recording and that they would need to contact their telephone provider for further assistance. Customer was satisfied.	Technical Complaints - Miscellaneous
775336	12/30/2013		Diane	Tina	Customer stated that they have an inmate that is currently unable to place a call using the Relay.	2/12/2014	Customer Service attempted to call the customer, but received a voicemail; a message has been left. Awaiting a return call from the customer. There has been no further contact from the customer.	Technical Complaints - Miscellaneous
597887	1/12/2014		Dawn	Dawn	Customer stated the CA did not follow policy/procedure. Customer stated the CA informed them they are unable to place a person to person call.	1/15/2014	Customer Service discovered the customer had a restricted telephone number. Customer Service explained why the call could not be placed with the restriction. Customer understood.	Service Complaints - Didn't Follow Policy/Procedure
328777	2/11/2014		Carey	Carey	Customer requested to set up a profile within their facility.		Customer Service discovered the carrier of choice was not participating with the Relay. Customer Service explained in order for calls to process correctly through the facility a long distance provider would need to be picked. Customer Service contacted the customer about choosing an alternate provider; awaiting call back from customer. Customer Service contacted the carrier of choice, ICN, and is awaiting LOA information.	Technical Complaints - Carrier Choice not Available
458493	2/18/2014		Carey	Carey	Customer stated that when calling a VCO customer through the Relay the VCO customer stated there were several spelling errors made by multiple CAs. Customer did not have CA numbers, but wished to notify management.	2/18/2014	Customer Service apologized and stated the information would be forwarded to management; but without specific CA numbers or call details we would be unable to counsel the specific CA. Customer understood and information was forwarded to management.	Service Complaints - CA Accuracy/Spelling/Verbatim
295079	3/6/2014		Dawn	Dawn	Customer inquired about the printer for the VCO phone and how to process a long distance call. Customer stated they will call back after they get the printer working again. They needed the printer to understand the conversation.	3/6/2014	Customer Service explained how to reset the printer on the VCO phone and attempted to provide further information; but the customer disconnected.	Technical Complaints - Tech Issues VCO/2LVCO Problem
4036341	3/11/2014		Tyna	Tyna	Customer states when connecting to the Relay in HCO mode they are not hearing the CA after the greeting; they are only receiving typing.	3/11/2014	Customer Service verified the customer's information and discovered that they did not have a profile set up with the Relay. Customer Service explained about the Relay profile and the benefits of setting one up for their number to connect in HCO mode. Customer would like to set up a profile for the Relay. Customer Service gathered information and forwarded it to the technical department. Profile was set up and customer was satisfied.	Technical Complaints - Tech Issues HCO/2LHCO Problem
244380	3/11/2014		Tyna	Tyna	Customer inquired about using TTY device, garbling and long distance provider.	3/11/2014	Customer Service provided troubleshooting tips for clearing garble on the TTY device; which was successful. Customer Service explained about Telecommunications Access of Iowa to acquire new equipment and provided their telephone number. Customer Service referred the customer to their long distance provider for questions in regards to their bill. Customer was satisfied. No further contact with customer.	Technical Complaints - Miscellaneous

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839662	4/17/2014		Tina	Tina	Customer is unable to dial to the Iowa Department of Revenues toll free numbers. Customer is receiving a fast busy or reorder signal.	5/2/2014	Customer Service apologized and stated information would be forwarded to the technical department. Customer Service provided a non toll free number for the Iowa Department of Revenue. Customer was satisfied. Information was forwarded to the technical department which discovered these calls were blocked by the customer's service provider. Customer was notified.	External Complaints - Miscellaneous
6094891	5/9/2014		Dawn	Dawn	Customer stated she was getting garble and text stopped.	5/9/2014	Customer Service advised the customer to call where she purchased the equipment. Customer contacted the company where they purchased the equipment and issue was resolved. Customer will call back if needed.	Technical Complaints - Tech Issues VCO/2LVCO Problem