

## Montana 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
135078	10/11/2013		Tina	Tina	Customer stated whenever they dial a residential number directly it is being answered by the Relay.	10/11/2013	Customer Service apologized and verified that 7-1-1 was not in the dialing sequence. Customer Service directed the customer to their telephone provider to verify call forwarding preferences. Customer was satisfied.	External Complaints - Miscellaneous
8033799	10/29/2013		Tyna	Tyna	Customer stated when dialing long distance through Montana Relay 7-1-1 they reach a recording, but when dialing directly to the number, the call processes correctly.	10/30/2013	Customer Service placed test call and was able to recreate the issue. Information was forwarded to the technical department. Technical department discovered the recording being reached was operator generated. Customer Service discovered the customer did not have a profile with the Relay. Customer Service offered a profile for the correct long distance provider and requested customer place another call. Customer stated that call processed correctly after setting up the profile. Customer was satisfied.	Technical Complaints - Miscellaneous
9040943	10/30/2013		Tyna	Tyna	Customer follow-up regarding problems with using 711 to reach their mother.	10/30/2013	Customer Service advised information was sent to technical department and a profile was issued for the customer. Customer Service requested the customer place another call through the Relay. Customer stated the call processed correctly after setting up the profile. Customer was satisfied.	Technical Complaints - Miscellaneous
279115	12/6/2013		Tyna	Tyna	Customer stated they were unable to communicate with their customer through the Relay.	12/6/2013	Customer Service requested permission to do test call to the customer's equipment. Customer Service placed a test call; which was successful. Customer Service provided information to the customer and explained how to process a call to the VCO user. Customer was satisfied.	Technical Complaints - Miscellaneous