

Virginia Consumer Complaint Log June 1, 2015 - May 31, 2016

Telecommunication Relay Services

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
986049	8/1/2015		James	James	Customer had questions regarding their device not working and if it was due to a switch over or recent power outage in their area.	8/1/2015	Customer Care apologized for any confusion and advised switch in Relay providers would not affect their phone service or device. Customer Care offered a call back but customer refused. Customer called back to Relay and stated they were going to call the place where they obtained their equipment. Customer Care stated if any further assistance was needed to call Customer Care. Customer was satisfied. There has been no further contact from the customer.	Technical Complaints - Miscellaneous
144474	8/2/2015		Mary	Mary	Customer is a VCO/STS user and requested the VA STS toll-free number and is upset over the transfer from AT&T to Hamilton Relay stating CAs are untrained.	8/2/2015	Customer Care apologized for the inconvenience and explained STS/VCO services through Hamilton Relay. Customer Care offered to add a note to the customer's profile to transfer to STS when dialing into 7-1-1 but customer refused. Customer Care attempted to provide the Virginia Relay STS toll-free access number, but customer disconnected.	Service Complaints - Miscellaneous
624885	8/4/2015		Tyna	Tyna	Customer wanted to know why the Relay service was changed.	8/4/2015	Customer Care explained Hamilton Relay was recently awarded the TRS contract for the state of Virginia. Customer Care attempted to obtain details in regards to what the customer felt was wrong with Relay, but customer refused. Customer stated they would call back if necessary. Customer disconnected.	Service Complaints - Miscellaneous
690476	8/4/2015		Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	8/4/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 89.3% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
188227	8/5/2015		Dan	Dan	Customer stated they have paid to have their information blocked from Caller ID and this service has stopped working.	8/5/2015	Customer Care referred the customer to their telephone service provider to help resolve the issue. Customer understood.	External Complaints - Miscellaneous

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431396	8/5/2015		Dan	Dan	Customer stated when they dial *67 before dialing 711 their number is not being blocked from the caller ID of the person they are calling.	8/5/2015	Customer Care explained that Relay has no control over their number being blocked or not and referred the customer to their telephone service provider. Customer understood. Relay placed test calls to check the blocking feature; which were successful.	External Complaints - Miscellaneous
789829	8/6/2015		Tyna	Tyna	Customer stated when calling a VCO user through Relay they were connected to the VCO user, but the VCO user was not receiving text.	8/6/2015	Customer Care apologized and attempted to gather call information; which the customer did not have. Customer was currently with the VCO user and was going to do test calls from the device. Customer Care stated if it appeared to be an issue with the equipment they could contact the Technology Assistance Program, or if they were having a connection issue with Relay to please call back with call information for Customer Care. Customer was satisfied. There has been no further contact from the customer.	Service Complaints - Miscellaneous
681811	8/14/2015		Tina	Tina	Customer stated they were unable to process a call correctly from the facility.	8/14/2015	Customer Care discovered that the prison phone system is set up in Texas and is providing Relay with a Texas number. Customer Care explained what would happen if every time Virginia Relay was dialed and the number identified as a Texas number. Customer understood and stated they would work with their Telephone Administrator to set up an outgoing Virginia number to identify. Customer was satisfied.	External Complaints - Miscellaneous
681998	8/14/2015		Jenn	Jenn	Customer and their sister are both able to connect to Relay; however, when attempting to place a call through Relay both parties reach a recording stating that they need to hang up and place their call again.	8/18/2015	Customer Care apologized and offered to forward information to the technical department, but the customer refused. Customer stated they would place a call back. There has been no further contact from the customer.	Technical Complaints - Tech Issues 7-1-1 Problem

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928640	8/14/2015		Dan	Dan	Customer stated the OPR did not follow policy/procedure. Customer stated the OPR is talking over them when they are placing 2LVCO calls.	8/14/2015	Customer Care apologized and discovered at the time of this issue the customer did not have a profile set up with Relay. Customer Care set up a profile for the customer that has since resolved the issue. Customer Care stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
130275	9/5/2015		Jenn	Jenn	Customer stated that even with a Supervisor trying to assist them in placing a call they only reach an AT&T recording stating they are being redirected to their service center and also stated they were having trouble with their line.	9/6/2015	Customer Care referred them to their telephone service provider to assist with the trouble they were having with their line. Customer thanked Customer Care and stated they would call back if they had any further issues. Customer was satisfied.	External Complaints - Miscellaneous
313914	9/13/2015		Jennifer	Jennifer	Customer stated they have been unable to place a long distance call through Relay using Verizon as their long distance carrier.	9/14/2015	Customer Care followed up with the customer regarding this issue. Customer Care gathered profile information to set up a profile with the correct long distance provider listed. Information was forwarded to the technical department and the profile was established. Customer stated that they will contact customer care if they experience any further issues. Customer was satisfied. There has been no further contact from the customer.	Technical Complaints - Long Distance/Billing Issues

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149750	9/24/2015		Dan	Dan	Customer stated they had issues with the OPR typing over them and that the Supervisor was not helpful. Customer also indicated they had received a bill from an incorrect long distance company.	9/29/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined that the OPR did not process a call for this customer. It was determined that the Supervisor followed proper procedure when assisting this customer with connecting to Customer Care. Customer Care determined the customer did not have a profile and offered to set one up for the customer to ensure long distance calls are billed to the proper long distance carrier. Customer agreed to set up a profile. Information was forwarded to the technical department and the profile was implemented. Customer Care provided the mailing address to send the copy of the incorrect bill to in order to get the charges reimbursed. Customer was satisfied. No bill was received from the customer.	Service Complaints - Miscellaneous
794491	9/29/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	9/29/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
9075031	10/1/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	10/1/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
103298	10/6/2015		Tyna	Tyna	Customer stated that they are attempting to place a call to someone through Relay and the line will not connect. Customer requested that Customer Care place a test call to the number.	10/6/2015	Customer Care apologized and placed test call; which was successful. Customer understood and stated that they would attempt their call again at a later time. Customer was satisfied.	External Complaints - Miscellaneous

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851445	10/7/2015		Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	10/7/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
841822	10/23/2015		Dan	Dan	Customer stated they received a large bill from AT&T when they should be billed through Verizon.	10/23/2015	Customer Care determined the customer did not have a profile established. Customer Care forwarded information to the technical department and profile was implemented. Customer Care also advised the customer to forward a copy of the bill to management for possible reimbursement and provided the fax number. Customer was satisfied. No bill was received from the customer.	Technical Complaints - Long Distance/Billing Issues
139604	10/31/2015		Leonard S.	Leonard S.	Customer stated the OPR did not follow policy/procedure regarding slow typing and holding procedures.	11/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and during the call set slow typing for the customer. Information was forwarded to management but the CA did not receive refresher training as they did follow Relay Policy and Procedure. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
128007	11/4/2015		Carey	Carey	Officer from a correctional facility stated they use a calling system in which they must dial a 10 digit number to first get an outside extension, then their call is to be routed to Relay; however only two of their three extensions are working properly.	11/20/2015	Customer Care referred the customer to their local telephone provider or the telephone technician in their facility for assistance with routing numbers from their location. Customer stated they would check with the IT department at their facility and have them reach out to their telephone service provider. Customer Care forwarded information to Relay technical department; which confirmed that no calls were received from these ANIs. Customer was notified and stated they would call back if further assistance was required.	External Complaints - Miscellaneous

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452710	11/4/2015		Dan	Dan	Customer's daughter stated they have been unable to place a long distance call through Relay.	11/4/2015	Customer Care determined the customer did not have a profile and offered to establish one for them. Customer Care gathered the customer's information and forwarded it to the technical department. Profile was implemented and customer was satisfied.	Technical Complaints - Long Distance/Billing Issues
4096852	11/12/2015		Carey	Carey	Customer called on behalf of a friend who uses VCO through Relay. Customer stated the VCO user is receiving a recording stating that the number they are attempting to call through Relay has been disconnected or is no longer in service.	11/12/2015	Customer Care confirmed that the VCO user is able to reach Relay and place a call to other telephone numbers. Customer Care explained that the recording that they are reaching is an operator generated recording through the telephone service provider. Customer Care suggested attempting their call again and if problem persisted to contact their telephone service provider for further assistance with their telephone line. Customer was satisfied.	External Complaints - Miscellaneous
700097	11/18/2015		Carey	Carey	Person called on behalf of the customer and stated they have been unable to place a long distance call through Relay. Customer stated they receive a recording from AT&T and are not able to place their call.	12/5/2015	Customer Care discovered the customer profile is set with AT&T as the long distance carrier; which is incorrect. Customer wished to update the profile with the correct long distance carrier information; however, Customer Care was not able to verify the customer. Customer requested that Customer Care call them back at the number of record to verify the customer and update the profile. Customer Care placed several follow up calls to the customer; however, there was no answer and no way to leave a message. Customer Care will continue to attempt to reach the customer. Customer Care has been unable to verify the user; profile was not updated.	Technical Complaints - Long Distance/Billing Issues
269584	11/19/2015		Jenn	Jenn	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/20/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect

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631450	12/1/2015		Carey	Carey	Customer stated the OPR hung up on them.	12/21/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and did follow proper procedure. The call was disconnected by the customer.	Service Complaints - OPR Hung Up on Caller
661432	12/2/2015		Tyna	Tyna	Customer stated they have been unable to place a long distance call through the Relay.	12/2/2015	Customer Care set up a profile to list the long distance carrier. Customer's wife stated the VCO user was receiving a recording when trying to place a call. Customer Care explained that if the profile did not resolve the issue the customer would need to follow up with their telephone service provider in regards to the message they are receiving. Customer understood.	Technical Complaints - Long Distance/Billing Issues
521064	12/3/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	12/3/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
848399	12/4/2015		Dan	Dan	Customer stated a TTY user at their facility was unable to reach Relay by dialing 7-1-1.	12/4/2015	Customer Care suggested the customer contact their telephone technicians to make sure 3-digit dialing was accessible from their facility. Customer Care provided the toll-free TTY number to access Relay. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
104883	12/14/2015		Tyna	Tyna	Person called on behalf of the Customer and stated the OPR provided the incorrect information during the call. Customer was not able to provide the OPR identification number.	12/23/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue.	Service Complaints - OPR Gave Wrong Information
861680	12/20/2015		Tyna	Tyna	Caller states when attempting to dial their sister's number the call comes into the Relay.	12/20/2015	Customer Care apologized and gathered the caller's information. Caller was attempting to dial an individual direct. Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous

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673327	1/19/2016		Janelle	Janelle	Customer stated the OPR did not keep them informed during their call.	2/1/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
372721	1/21/2016		Dan	Dan	Customer stated the OPR did not follow policy/procedure.	1/22/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which discovered and promptly resolved an issue with the customer's profile. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
690754	2/10/2016		Carey	Carey	Customer stated that on a few occasions the Operators did not keep them informed during their call. Customer did not have specific call details regarding this.	2/10/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Didn't Keep User Informed
519117	2/23/2016		Erica	Erica	Customer stated evening OPRs need better training.	2/23/2016	Customer Care obtained information and forwarded it to management. Customer did not give call details so individual OPR could not be identified. Customer understood.	Service Complaints - Miscellaneous
4038122	2/25/2016		Dan	Dan	Customer stated they are attempting to place a call and are being asked how to bill the call because their number is restricted.	2/25/2016	Customer Care verified that there is no profile associated with the customer's telephone number which might be placing restrictions on their calls. Customer Care suggested the customer contact their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous
474292	3/1/2016		Dan	Dan	Customer stated difficulties with the OPR and general complaints about the Relay service.	3/1/2016	Customer Care apologized and attempted to obtain additional information regarding the customer's complaints. Customer disconnected without providing call details for any of the complaints.	Service Complaints - Miscellaneous

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640454	3/21/2016		Tyna	Tyna	A VCO customer in a prison facility stated they have been unable to place long distance calls through the Relay.	3/21/2016	Customer Care apologized and attempted to obtain the originating number but the prisoner stated they did not know the number they were using and the carrier is Global Tell Link. Customer Care advised to have a prison official call Customer Care to further determine the number they are using and how calls are to be billed from this facility. There has been no further contact from this customer.	Technical Complaints - Long Distance/Billing Issues
160406-000059	4/6/2016		Janelle	Janelle	Customer stated they were receiving text of their part of the conversation.	4/6/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Technical Complaints - Miscellaneous
160408-000036	4/8/2016		Tyna	Tyna	Customer stated they are receiving a recording stating, "3rd switch all circuits are busy at this time" whenever they dial into Relay.	4/11/2016	Customer Care apologized and stated information would be forwarded to the technical department; which discovered there was no issues with Relay and the recording the customer received was not from Relay so it would have to be generated by their carrier. Customer Care advised customer to contact their provider for more information.	External Complaints - Miscellaneous
160408-000050	4/8/2016		Janelle	Janelle	Customer stated that when dialing into Relay, they receive an automated greeting stating that their long distance provider is not authorized.	4/8/2016	Customer Care confirmed that correct long distance provider was in the customer's profile and advised customer to contact their telephone service provider regarding the issue. Customer was satisfied.	External Complaints - Miscellaneous
160412-000068	4/12/2016		Tyna	Tyna	Customer stated their STS call was handled improperly. Customer refused to provide call details.	4/12/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints - STS Call Handling Problems

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160413-000141	4/13/2016		Dan	Dan	Customer stated the OPR indicated their party hung up. Customer stated when they called their party back, their party informed them they did not hang up. Customer inquired about what happened.	4/13/2016	Customer Care explained that the OPR uses "Person Hung Up" whenever the line disconnects. Customer Care advised that this would also be used if the call dropped for some reason. Customer indicated they wished to know what actually happened and expressed general displeasure with Relay, before disconnecting. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints - Miscellaneous
160420-000066	4/20/2016		Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls through the relay.	4/20/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care 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 - Suspicious/Harassment Call
160425-000013	4/25/2016		Janelle	Janelle	Customer stated they were frustrated with Relay service.	4/25/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints - Miscellaneous
160429-000082	4/29/2016		Erica	Erica	Customer stated the Operator hung up on them.	5/2/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call, but followed the proper procedures when processing the call. Information was forwarded to management and CA did not receive refresher training in regards to this issue.	Service Complaints - OPR Hung Up on Caller
160505-000022	5/5/2016	9146	Jenn	Jenn	Customer stated the OPR hung up on them.	5/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed procedure. OPR did not receive refresher training.	Service Complaints - OPR Hung Up on Caller

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Hamilton Relay, Inc.