
**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 2/24/05
Record ID 6384
Call Taken By Supervisor
CA Number
Responded By Donte Bibbins
Response Date 2/24/05
Resolution 2/24/05**

Customer was upset because he has been receiving fraudulent phone calls through HIP relay. Customer stated that the relay should do something about this before this ruins Hamilton Relay's reputation.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Supervisor explained to the customer the ADA and FCC rules for functional equivalency and that all calls must be typed or voiced verbatim. Supervisor suggested that the customer take note of the time of the call, as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 2/24/05
Record ID 6385
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 2/24/05
Resolution 2/24/05**

Customer has been receiving harassing calls through Internet relay. Customer would like to block all calls from the relay.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 2/25/05
Record ID 6393
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 2/25/05
Resolution 2/25/05**

Customer has been receiving fraudulent calls through Internet relay and wants the number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 2/25/05
Record ID 6391
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 2/25/05
Resolution 2/25/05**

Customer wanted to block relay calls because he/she had been receiving harassing calls through IP relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/05
Record ID 6392
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 2/25/05
Resolution 2/25/05***

Customer is upset because someone is trying to place a large order and he is sure it is a scam call through Internet relay. Customer wondered if there is any way to track this call.

Customer Service suggested that the customer report this type of activity to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release call information to the Court. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/05
Record ID 6395
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 2/25/05
Resolution 2/25/05***

Customer stated that his business has received numerous fraudulent telephone calls through IP relay.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/05
Record ID 6396
Call Taken By At Work Station
CA Number
Responded By Karen Griffin
Response Date 2/25/05
Resolution 2/25/05***

Customer has been receiving harassing phone calls through Internet relay and wants the number blocked from the relay.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/05
Record ID 6397
Call Taken By At Work Station
CA Number
Responded By Karen Griffin
Response Date 2/25/05
Resolution 2/25/05***

Customer stated that she has been receiving harassing phone calls through IP relay and wants her number blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/05
Record ID 6400
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 2/26/05
Resolution 2/26/05***

Customer has been receiving fraudulent calls through MCI IP relay to his business and wants the calls to stop.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the Customer stated calls were coming from another Internet Relay provider, the Assistant Operations Manager gave the appropriate Customer Service number for the other provider to the Customer. Assistant Operations Manager suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/05
Record ID 6401
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 2/26/05
Resolution 2/26/05***

Customer stated that she has been receiving fraudulent phone calls through MCI IP Relay.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the Customer stated calls were coming from another Internet Relay provider, the Assistant Operations Manager gave the appropriate Customer Service number for the other provider to the Customer. Assistant Operations Manager suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/27/05
Record ID 6403
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 2/27/05
Resolution 2/27/05***

Customer stated that she has been receiving scam calls through Internet relay and just wanted to make the relay aware of it. Customer wanted to know if there was anything that could be done to stop these calls.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/28/05
Record ID 6408
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 2/28/05
Resolution 2/28/05***

Customer has been receiving harassing phone calls through HIP Relay and wants the calls to stop.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/2/05
Record ID 6513
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/2/05
Resolution 3/2/05

Customer stated that he has been receiving fraudulent calls through the Internet relay. Customer wants someone to return his call from Customer Service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/3/05
Record ID 6519
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/3/05
Resolution 3/3/05

Customer has been receiving fraudulent calls through Internet relay and his business recently has been defrauded, which his insurance will not cover.

Customer Service apologized for this experience. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer report this activity to law enforcement immediately. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/3/05
Record ID 6517
Call Taken By Customer Service
Rep
CA Number
Responded By Barb Handrup
Response Date 3/3/05
Resolution 3/3/05

Customer has been receiving calls through Internet relay wanting to purchase expensive equipment with shipping to Ghana. Customer is concerned that these calls are possibly fraudulent.

Relay Manager explained that the relay was aware that there had been some problems with fraudulent calls. Relay Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/3/05
Record ID 6514
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 3/3/05
Resolution 3/3/05

Customer has a deaf father-in-law and understands the need for relay services. Customer has been receiving a number of fraudulent Internet relay calls and would like to know how to stop the calls so people who need the service can use it.

Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6525
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/4/05
Resolution 3/4/05

Customer has been receiving fraudulent calls through Internet Relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6526
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 3/4/05
Resolution 3/4/05

Customer has been receiving fraudulent calls through Internet Relay.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from other Internet Relay providers, the Assistant Operations Manager gave the appropriate Customer Service numbers for the other providers to the customer. Assistant Operations Manager suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6527
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 3/4/05
Resolution 3/4/05

Customer has been receiving harassing calls and would like the number being called to be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6528
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 3/4/05
Resolution 3/4/05

Customer has been a victim of fraudulent phone calls through HIP relay and would like to obtain the call information.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to release this information. Assistant Operations Manager suggested report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6524
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/4/05
Resolution 3/4/05

Customer received fraudulent calls through Sprint Internet Relay.

Because the customer stated calls were coming from other Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6522
Call Taken By Supervisor
CA Number
Responded By Brenda Malsbury
Response Date 3/4/05
Resolution 3/4/05

Customer would like call information about a call received through Sprint Internet Relay. Customer thought it was a check cashing scheme.

Because the customer stated the calls were coming from another Internet Relay provider, the Supervisor gave the appropriate Customer Service number for the other provider to the customer. Supervisor suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6521
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/4/05
Resolution 3/4/05

Customer wanted information for calls he was receiving through Internet Relay which were fraudulent.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to release this information. Customer Service suggested report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/4/05
Record ID 6529
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 3/4/05
Resolution 3/4/05

Customer has been receiving fraudulent calls and would like them stopped.

Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/5/05
Record ID 6530
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 3/5/05
Resolution 3/5/05

Customer has received fraudulent calls through Sprint Internet Relay.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, the Supervisor gave the appropriate Customer Service number for the other provider to the customer. Supervisor suggested the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/7/05
Record ID 6533
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 3/7/05
Resolution 3/7/05

Customer would like relay calls blocked and stated the other three relay companies have all blocked her number.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Lead CA explained that she could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/7/05
Record ID 6534
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 3/7/05
Resolution 3/7/05

Customer would like phone number blocked, AT&T is blocking their number.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to the local law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release call information to the Court. Lead CA explained that she could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/7/05
Record ID 6536
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/7/05
Resolution 3/7/05

Customer has been receiving fraudulent calls through Sprint Internet Relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/7/05
Record ID 6535
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 3/7/05
Resolution 3/7/05

Customer has been receiving fraudulent calls through Sprint Internet Relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated calls were coming from another Internet Relay provider, the Lead CA gave the appropriate Customer Service number for the another provider to the customer. Lead CA suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/8/05
Record ID 6540
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/8/05
Resolution 3/8/05

Customer has been receiving fraudulent calls through Sprint Internet Relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/9/05
Record ID 6541
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/9/05
Resolution 3/9/05

Customer has been receiving fraudulent calls through Sprint Internet Relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/11/05
Record ID 6581
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/11/05
Resolution 3/11/05

Customer has been receiving harassing phone calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/11/05
Record ID 6580
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/11/05
Resolution 3/11/05***

Customer has been receiving harassing phone calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/12/05
Record ID 6582
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 3/12/05
Resolution 3/12/05***

Customer was concerned about a harassing Internet relay call that her fifteen year old son received.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/12/05
Record ID 6584
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 3/12/05
Resolution 3/12/05***

Customer has been receiving harassing phone calls through Internet relay and wanted to know why the relay cannot make these calls stop, even after she states that she does not use a TTY or know anyone that is Deaf.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/13/05
Record ID 6588
Call Taken By Supervisor
CA Number
Responded By Brenda Malsbury
Response Date 3/13/05
Resolution 3/13/05***

Customer has been receiving prank phones very early in morning through the Internet Relay.

Because the customer stated calls were coming from other Internet Relay providers, the Supervisor gave the appropriate Customer Service numbers for the other providers to the customer. Supervisor suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 3/14/05
Record ID 6575
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/15/05
Resolution 3/15/05**

Customer has been receiving harassing phone calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 3/16/05
Record ID 6621
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/16/05
Resolution 3/16/05**

Customer has been receiving scam calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 3/17/05
Record ID 6626
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/17/05
Resolution 3/17/05**

Customer would like to report that she has been receiving harassing phone calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 3/21/05
Record ID 6737
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/21/05
Resolution 3/21/05**

Customer has been receiving harassing phone calls through the relay. Customer stated that the person that is harassing her says "I'm calling you through HIP Relay as they can't block my call..."

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/23/05
Record ID 6743
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/23/05
Resolution 3/23/05

Customer has been receiving fraudulent phone calls through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/23/05
Record ID 6741
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/23/05
Resolution 3/23/05

Customer would like to place a global block on her line from all relay calls. Customer has been receiving fraudulent phone calls through Internet relay for large orders of merchandise.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested reporting this type of activity to law enforcement. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/24/05
Record ID 6745
Call Taken By Supervisor
CA Number 6149
Responded By Barb Handrup
Response Date 3/24/05
Resolution 3/24/05

Customer stated that he had received a fraudulent phone call through HIP Relay. The customer stated that he had the CA number and the time of the call and wanted the other available call information.

Relay Manager explained that due to confidentiality laws, we are unable to release this information. Relay Manager suggested that the customer contact law enforcement. Relay Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 3/27/05
Record ID 7180
Call Taken By Customer Service
Rep
CA Number
Responded By Dixie Ziegler
Response Date 3/28/05
Resolution

Customer is very upset about receiving harassing phone calls through the Internet relay. This customer is very upset that Hamilton is not able to block the calls but all other relay services will. Customer has called in several times in regards to this issue.

Customer Service and the Relay Vice President have been in contact with this customer in regards to the issue. Customer stated that a subpoena would be coming. Hamilton Relay received the subpoena from the Attorney Generals Office of New York and was forthcoming with any information the relay had in regards to this issue.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 3/28/05
Record ID 6866
Call Taken By Operations Mgr
CA Number 1355
Responded By Diane Taylor
Response Date 3/28/05
Resolution 3/28/05**

Customer stated that his/her household has received numerous vulgar phone calls through HIP relay and was unsure of what to do. Customer believes that it is kids playing pranks over the telephone.

Assistant Operations Manager suggested that the customer contact law enforcement. That is our recommendation under these circumstances. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 3/30/05
Record ID 6876
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/30/05
Resolution 3/30/05**

Customer has been receiving harassing phone calls through HIP Relay and to please block his/her number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 3/30/05
Record ID 6877
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 3/30/05
Resolution 3/30/05**

Customer wanted his/her number blocked from receiving Internet relay calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact the local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 4/1/05
Record ID 6890
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 4/1/05
Resolution 4/1/05**

Customer has been receiving harassing or threatening phone calls through Internet relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/3/05
Record ID 6898
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 4/4/05
Resolution 4/4/05

Customer has been receiving harassing or prank calls through Sprint Internet Relay and would like to find out who is calling.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/4/05
Record ID 6896
Call Taken By Operations Mgr
CA Number 1355
Responded By Diane Taylor
Response Date 4/4/05
Resolution 4/4/05

Customer has been receiving obscene phone calls through Internet relay and would like his/her number blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/4/05
Record ID 6894
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 4/4/05
Resolution 4/4/05

Customer would like their number blocked from receiving obscene phone calls through Sprint Internet relay.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from another Internet Relay provider, the Assistant Operations Manager gave the appropriate Customer Service number for the other provider to the customer. Assistant Operations Manager suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/5/05
Record ID 6907
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 4/5/05
Resolution 4/5/05

Customer would like her number blocked from receiving HIP Relay calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested tht the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/6/05
Record ID 7000
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 4/6/05
Resolution 4/6/05

Customer has been receiving prank phone calls through Internet relay.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/7/05
Record ID 7011
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 4/7/05
Resolution 4/7/05

Customer wanted all relay calls blocked from his/her phone because he/she had been receiving harassing calls through Internet relay.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested tht the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/10/05
Record ID 7016
Call Taken By Supervisor
CA Number
Responded By Brenda Malsbury
Response Date 4/10/05
Resolution 4/10/05

Customer has been receiving harassing or threatening phone calls through the Internet Relay. Customer stated that all other relay companies are blocking these types of calls and wondered why Hamilton won't block these calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Supervisor stated that the relay could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/14/05
Record ID 7026
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 4/14/05
Resolution 4/14/05

Customer has been receiving harassing phone calls through the relay.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/17/05
Record ID 7155
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 4/17/05
Resolution 4/17/05

Customer is upset because he has been receiving harassing calls through the relay and wants the relay to block his number.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested reporting this type of activity to law enforcement. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/18/05
Record ID 7032
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 4/18/05
Resolution 4/18/05***

Customer's daughter received a threatening call through HIP Relay. Customer wanted to know how to block calls.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/24/05
Record ID 7174
Call Taken By Lead CA
CA Number
Responded By Barb Handrup
Response Date 4/24/05
Resolution***

Customer stated that her daughter has been receiving harassing phone calls through Internet relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Lead CA suggested reporting this type of activity to law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/25/05
Record ID 7045
Call Taken By Customer Service
Mgr
CA Number
Responded By Tina Collingham
Response Date 4/25/05
Resolution 4/25/05***

Customer has been receiving harassing phone calls through HIP Relay and wants to block her number from the relay.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/26/05
Record ID 7046
Call Taken By Supervisor
CA Number
Responded By Erin Gillis
Response Date 4/26/05
Resolution 4/26/05***

Customer's son has received fraudulent call on his cell phone through HIP Relay. Customer would like both her number and her son's cell phone number blocked from the relay.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 4/29/05
Record ID 7054
Call Taken By Lead CA
CA Number
Responded By Deborah Hollins
Response Date 4/29/05
Resolution 4/29/05

Customer received threatening and harassing phone calls through HIP Relay and wants the phone number blocked from the relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 5/2/05
Record ID 7064
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/2/05
Resolution 5/2/05

Customer has been receiving harassing phone calls through Internet relay. Customer would like his/her phone number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 5/2/05
Record ID 7061
Call Taken By Customer Service
Rep
CA Number
Responded By Jody Kent
Response Date 5/2/05
Resolution 5/2/05

Customer has received harassing phone calls through HIP Relay. Customer wanted information on how to stop the calls.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 5/3/05
Record ID 7065
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/3/05
Resolution 5/3/05

Customer has been receiving harassing phone calls through Internet relay and would like them to stop.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/05
Record ID 7067
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 5/5/05
Resolution 5/5/05***

Customer has been receiving harassing phone calls through the Internet relay and would like the calls to stop.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact the local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/7/05
Record ID 7071
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 5/7/05
Resolution 5/7/05***

Customer has been receiving harassing phone calls through HIP Relay and would like the calls blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/11/05
Record ID 7084
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/11/05
Resolution 5/11/05***

Customer has been receiving fraudulent calls through the Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/13/05
Record ID 7090
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/13/05
Resolution 5/13/05***

Customer received a prank call through HIP Relay and would like these types of calls blocked from his/her number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 5/14/05
Record ID 7092
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/16/05
Resolution 5/16/05

Customer has been receiving prank calls through HIP Relay and would like to block the calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 5/17/05
Record ID 7102
Call Taken By Supervisor
CA Number 1302f
Responded By Chris Bentley
Response Date 5/17/05
Resolution 5/17/05

Customer has been receiving harassing phone calls through HIP Relay and would like them stopped.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 5/18/05
Record ID 7107
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 5/18/05
Resolution 5/18/05

Customer has been receiving harassing phone calls through HIP Relay and would like to block those calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 5/18/05
Record ID 7106
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 5/18/05
Resolution 5/18/05

Customer would like to have relay calls blocked because he/she has been receiving harassing calls through Internet relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/21/05
Record ID 7114
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 5/23/05
Resolution 5/23/05***

Customer has been receiving harassing phone calls through HIP Relay and would like these calls blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact the local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/23/05
Record ID 7124
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 5/23/05
Resolution 5/23/05***

Customer has received numerous fraudulent Internet relay calls and would like them to stop.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact the local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/24/05
Record ID 7125
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/24/05
Resolution 5/24/05***

Customer has been receiving harassing phone calls and would like the calls blocked. The other Relay services have blocked calls for her and is frustrated that we won't.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact the local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Assistant Operations Manager stated that the relay could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/24/05
Record ID 7136
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 5/24/05
Resolution 5/24/05***

Customer has been receiving harassing Internet relay phone calls and would like the calls blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact the local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 5/25/05
Record ID 7139
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 5/25/05
Resolution 5/25/05**

Customer has been receiving fraudulent calls through another Relay provider.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated the calls were coming from other Internet Relay providers, the Assistant Operations Manager gave the appropriate Customer Service numbers for the other providers to the customer. Assistant Operations Manager suggested the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 5/30/05
Record ID 7162
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 5/30/05
Resolution 5/30/05**

Customer has been receiving harassing phone calls through HIP Relay and would like these calls blocked from his/her number.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

**Inquire Date 5/31/05
Record ID 7170
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/31/05
Resolution 5/31/05**

Customer has been receiving fraudulent phone calls through HIP Relay and would like these calls blocked from his number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Miscellaneous**

**Inquire Date 9/5/04
Record ID 5821
Call Taken By Supervisor
CA Number 6927
Responded By Angie F.
Response Date 9/5/04
Resolution 9/5/04**

On a HIP Relay call, the customer stated that the CA did not respond to his call for over 10 minutes.

When the Supervisor arrived at the workstation the call had been on the CA's screen for 6 minutes and the CA stated that he did not hear or see this call come into his station. Supervisor apologized to the customer and stated that the CA was having difficulties with the relay workstation. Customer understood and the CA was counseled.

**Service Complaints--
Miscellaneous**

Inquire Date 10/26/04
Record ID 5955
Call Taken By Lead CA
CA Number
Responded By Vicki Hawthorne
Response Date 10/27/04
Resolution

Customer called to speak to Relay Manager, who was not available. Customer became very upset with the Lead CA for asking for his name and then not transferring him to the Relay Manager. The customer complained that he was "worked over" on the phones last night by a relay cal.

Lead CA asked for the customer's name thinking that she would be able to transfer the customer to the Relay Manager. Lead CA did not realize that the Relay Manager was not in her office. The Lead CA informed the customer that he could call back to the Relay Manager after 1:00 PM CST. The customer hung up. As of 10/27/04 the customer had called three more times but the Relay Manager was not available when the customer calls and he refuses to leave a message or a return number to call.

**Service Complaints--
Miscellaneous**

Inquire Date 11/16/04
Record ID 6051
Call Taken By Lead CA
CA Number 1173
Responded By Erin Gillis
Response Date 11/16/04
Resolution 11/16/04

Customer was upset because he/she believed that the CA did not type a 'GA'.

Lead CA explained that because the call was a HIP Relay call, the CA will not use the 'GA' unless it is given by the voice person. Lead CA stated that he would speak to the CA to make sure that the voice person was not using 'GA' and apologized to the customer for the confusion on his/her call. Customer understood. Lead CA did talk to the CA and found that the CA was typing 'GA' so the customer may not have been receiving the 'GA' or could not see the 'GA'.

**Service Complaints--
Miscellaneous**

Inquire Date 2/25/05
Record ID 6399
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 2/25/05
Resolution 2/25/05

Customer sent in the call information from a HIP Relay call and stated that she has had to wait a long time to get connected to the relay CA.

Customer Service checked the calling information and found that the relay had experienced an unusual high volume of calls at that time. Customer Service contacted the customer to inform her of this situation and apologized for the delay. Hamilton Internet Relay answered 88% in 10 seconds on 2/25/05.

**Service Complaints--
Miscellaneous**

Inquire Date 4/27/05
Record ID 7056
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 4/29/05
Resolution 4/29/05

Customer was unable to place a call through HIP Relay.

Customer Service contacted customer by email with questions to clarify the problem. There has been no further contact from the customer.

Service Complaints--**Miscellaneous**

Inquire Date 5/22/05
Record ID 7115
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/23/05
Resolution 5/23/05

Customer stated in an e-mail "that it won't work".

Customer Service returned an e-mail asking what service she was referring to. There has been no further contact from the customer.

Service Complaints--Poor Vocal Clarity/Enunciation

Inquire Date 10/23/04
Record ID 5948
Call Taken By Supervisor
CA Number 1148 F
Responded By Brenda Malsbury
Response Date 10/23/04
Resolution 10/23/04

Customer received a HIP Relay call and could not understand the CA. Customer complained that the CA was talking too fast. Customer requested that the CA speak slower and enunciate clearer. The CA typed the conversation to the TTY user. The TTY user was confused and did not understand why this information was typed to her. The dispatcher did not believe that the TTY user got the message that help would be on the way.

Supervisor stated that she would speak with the CA about slowing down and speaking more clearly on calls. Supervisor confirmed that the CA typed the entire conversation verbatim. Customer was satisfied and the CA was counseled on this issue.

Service Complaints-- Ringing/No Answer

Inquire Date 2/18/05
Record ID 6364
Call Taken By Supervisor
CA Number
Responded By Steve Holzogel Jr.
Response Date 2/18/05
Resolution 2/18/05

Customer was using Spanish to Spanish HIP Relay and asked for a Supervisor. Customer wanted to know why it was taking so long to get connected to a Spanish CA. Customer also wanted to compliment CA 6798 for being so helpful.

Supervisor thanked the customer for the positive feedback in regards to CA 6798 and would direct that information to the Relay Managers. Supervisor apologized for the delay the customer was experiencing and stated to continue waiting for an available CA for the fastest service. Customer understood. Hamilton Internet Relay answered 90% in 10 seconds on 2/18/05.

Service Complaints-- Ringing/No Answer

Inquire Date 2/25/05
Record ID 6399
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 2/25/05
Resolution 2/25/05

Customer sent the call information from a HIP Relay call and stated that she had to wait a long time to get connected to a CA.

Customer Service reviewed the information and found that the relay had experienced an unusual high volume of calls at that time. Customer Service contacted the customer to inform her of this situation and apologized for the delay. Hamilton Internet Relay answered 88% in 10 seconds on 2/25/05.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/7/04
Record ID 5601
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 6/7/04
Resolution

Customer Service received a message from a user that is having error messages while using the HIP Relay site.

Customer Service e-mailed the customer the same day and requested call and error information. As of 6/22/04 customer has not e-mailed back.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 3/2/05
Record ID 6512
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 3/2/05
Resolution 3/2/05

Customer was trying to contact someone who uses a sidekick. Customer was receiving a message that the screen name no longer exists.

Assistant Operations Manager had the technical department look into this issue. The technical department stated this is not a message that is sent by our system if the username has been blocked. Assistant Operations Manager explained to the customer that the person they are trying to reach would need to contact the wireless carrier. Customer understood.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 3/3/05
Record ID 6795
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/8/05
Resolution 3/8/05

Customer wanted to know if the relay was blocking his calls because he wasn't able to place a call.

Customer Service e-mailed the customer and requested the necessary information to have the technical department look into this issue. Customer never responded to Customer Service's request.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 3/7/05
Record ID 6799
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/8/05
Resolution 3/8/05

Customer stated that his account was being blocked from the 'hiprelay' buddy name and questioned why. Customer e-mailed Customer Service to let the relay know that he did not have any of the information requested.

Customer Service explained tht without this information the relay would be unable to investigate his call and explain why the call was blocked. No more information was received from the customer.

**Technical Complaints--Connect
Time (TTY/Voice)**

Inquire Date 7/18/04
Record ID 5686
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 7/18/04
Resolution 7/18/04

Customer asked if HIP Relay was experiencing problems. The connection to HIP Relay was very slow and it is not usually that slow. Customer is using Internet Explorer.

Lead CA thanked the customer for the information and reported the issue to the technical department. Test calls were placed with no incidence. The technical department believed that it was the customer's Internet connection.

**Technical Complaints--Connect
Time (TTY/Voice)**

Inquire Date 9/21/04
Record ID 5770
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 9/24/04
Resolution 9/24/04

Customer was upset because she had to wait about 5 to 10 minutes before a CA answered her call on HIP Relay.

Supervisor explained that HIP Relay CAs may have been busy and on calls. This could have been the reason for the delay. Supervisor stated that she would have Customer Service representative look into the problem and e-mail her back. Customer was satisfied. Customer Service e-mailed the customer to acquire the customer's call information and to make sure that her calls were being placed. Customer never responded to the e-mail that was sent by Customer Service. Hamilton answered 100% in 10 seconds that day.

**Technical Complaints--Line
Disconnected**

Inquire Date 10/8/04
Record ID 5903
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 10/8/04
Resolution 10/11/04

Customer was upset because she was disconnected twice from HIP Relay in the middle of a call.

Customer Service contacted the customer through e-mail and apologized for the difficulties she was experiencing. Customer Service acquired all the necessary call information to give to the technician to check the call. Customer Service contacted the technical department with the call information and found that the HIP Relay website was having technical difficulties at that time. Customer Service contacted the customer through e-mail and explained that the relay was having technical difficulties at that time and that this problem has been resolved. Customer understood.

**Technical Complaints--Line
Disconnected**

Inquire Date 10/12/04
Record ID 5915
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 10/13/04
Resolution 12/21/04

Customer has been disconnected whenever she is put on hold by called party.

Customer Service contacted the customer through e-mail to acquire the necessary call information to have the technical department investigate the customer's calls. Customer contacted Customer Service through IM and Customer Service was able to explain that the relay was not disconnecting but that the called party was disconnecting. Customer understood.

**Technical Complaints--Line
Disconnected**

**Inquire Date 10/28/04
Record ID 5981
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 11/5/04
Resolution 11/5/04**

Customer is upset because she is having problems using HIP Relay Wireless service and continually is disconnected on her calls.

Customer Service apologized to the customer that she was experiencing problems and acquired the necessary information from the caller to have the technical department look into the call. The technical department found that the customer was never disconnected from her call. It was that the person she was calling never answered and she was never connected to her caller. Customer Service contacted the customer through AIM to explain to her what the technical department had discovered about her call. The customer was still very disappointed with the HIP Relay Service and stated that she was probably not going to use our service for a while. Customer Service apologized to the customer once again and stated that she hoped that the customer would give us another chance to help her on her calls. Customer Service also stated that the new website for HIP Relay would be up and running soon and this might make her calls go smoother. Customer was satisfied.

**Technical Complaints--Line
Disconnected**

**Inquire Date 11/16/04
Record ID 6054
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 11/17/04
Resolution**

Customer was upset because when she connects to 'hiprelay' she is disconnected and does not receive a response from the CA.

Customer Service contacted the customer through e-mail to acquire the necessary information to have the technical department look into this call. The customer has not responded to Customer Service's request.

**Technical Complaints--Line
Disconnected**

**Inquire Date 1/3/05
Record ID 6204
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 1/3/05
Resolution 2/15/05**

Customer complained that the CA disconnected his call.

Customer Service contacted the technical department, who found that the customer was never connected to a CA. Customer Service apologized for this inconvenience and asked the customer to contact the relay if this happens again. Customer understood. Technical issue associated with this was resolved on February 15, 2005.

**Technical Complaints--Line
Disconnected**

**Inquire Date 1/26/05
Record ID 6270
Call Taken By Operations Mgr
CA Number
Responded By Tina Collingham
Response Date 1/27/05
Resolution 2/15/05**

Customer receives, "please enter a 10 digit number" in the middle of a HIP Relay call. Each time the customer receives this message, his calls are disconnected.

Assistant Operations Manager stated that Customer Service would contact the customer tomorrow in regards to this issue. On 1/27/05 Customer Service contacted the customer and explained why the customer would receive this message. Technical issue associated with this was resolved on February 15, 2005. Customer was satisfied.

**Technical Complaints--Line
Disconnected**

**Inquire Date 1/28/05
Record ID 6275
Call Taken By Customer Service
Rep
CA Number 1206
Responded By Tina Collingham
Response Date 1/28/05
Resolution 2/15/05**

Customer stated that she was disconnected in the middle of a call.

Customer Service contacted the technical department in regards to this issue. The technical department was working a solution. Customer Service contacted the customer with the information and apologized for the inconvenience. Technical issue was resolved on February 15, 2005.

**Technical Complaints--Line
Disconnected**

**Inquire Date 1/28/05
Record ID 6277
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 2/2/05
Resolution 2/15/05**

Customer stated that she has been disconnected in the middle of her HIP Relay calls.

Customer Service apologized for the inconvenience and stated a technical solution will be in place soon. Customer was satisfied. Technical issue was resolved on February 15, 2005.

**Technical Complaints--
Miscellaneous**

**Inquire Date 6/22/04
Record ID 5619
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 6/23/04
Resolution**

Customer is unable to place calls through the HIP website.

Customer Service e-mailed the customer to get the user's screen name and the number she was calling. Customer Service forwarded this information to the technical department. The technical department stated that they do not see the customer coming into the system. Customer Service e-mailed the customer how to get her true IP address. As of 6/28/04 there has been no further contact from the customer.

**Technical Complaints--
Miscellaneous**

**Inquire Date 7/20/04
Record ID 5709
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
(LL)
Response Date 7/21/04
Resolution 8/23/04**

Customer registered her Sidekick and received two replies. When the customer clicked on one of the replies, the message went to her computer not her sidekick. When the customer clicked on the other message it said it was a bad registration. The link error that the customer is receiving states "Sorry there is a problem".

Lead CA checked the relay information but was unsure how to help her, so stated that the information would be forwarded to Customer Service. Customer Service contacted the customer for registration information. The technical department responded to Customer Service and stated that the issue has been resolved and the customer should be able to use the wireless device to make relay calls. Customer was notified.

**Technical Complaints--
Miscellaneous**

**Inquire Date 8/6/04
Record ID 5730
Call Taken By Customer Service
Rep
CA Number
Responded By Joe Riggio
Response Date 8/6/04
Resolution 8/6/04**

Customer was attempting to place a HIP Relay call but received information that was not part of her call.

Customer Service asked the customer to please fax the Relay a copy of what she was seeing on her screen. Customer sent a copy of the screen and the technical department investigated. The issue was resolved on 8/6/04.

**Technical Complaints--
Miscellaneous**

**Inquire Date 8/9/04
Record ID 5734
Call Taken By Supervisor
CA Number
Responded By Christa Cervantes
Response Date 8/10/04
Resolution 8/10/04**

Customer was concerned because the HIP Relay site was not encrypted. Customer was concerned that if someone were to use the site to contact a bank or a doctor, anyone would be able to read the conversation. Customer stated that this information needs to be posted on the website.

Lead Supervisor e-mailed the customer to find out exactly which service the person is using through HIP. Lead Supervisor explained that if her daughter were using the HIP relay website to place a call, that service is encrypted and is stated on the web page. If her daughter were using Lormar Logic which is a pager service through HIP Relay, this service is not encrypted and is announced to both parties at the beginning of the call. There has been no further contact from the customer about this issue.

**Technical Complaints--
Miscellaneous**

**Inquire Date 10/21/04
Record ID 5986
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 10/29/04
Resolution 10/29/04**

Customer has been unable to use the print/save feature when placing calls through HIP Relay.

Customer Service contacted the customer through e-mail to make sure that the print/save feature was not opening as a minimized box in the task bar. Customer Service suggested that the customer may want to try to restart her computer and empty all temporary internet files and cookie folders. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

**Inquire Date 11/9/04
Record ID 6033
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 11/9/04
Resolution 11/9/04**

Customer would like to know why her mother's calls are not received on her IM.

Customer Service stated that she would place a test call to the customer. The test call worked just fine and the customer was able to respond to Customer Service. Customer Service stated if the customer has problems again to call to the relay and give the time and day of the call and she would have the technical department investigate the call. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

**Inquire Date 11/11/04
Record ID 6039
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 11/12/04
Resolution 11/12/04**

Customer has been trying to set up a HIP Relay Customer Profile and was not able to submit the profile form correctly. Customer stated that he could not make a call from the relay site.

Customer Service contacted the customer through e-mail and gave him the instructions for placing a call and also the site to fill out a customer profile. There has been no contact from the customer in regards to this issue.

**Technical Complaints--
Miscellaneous**

**Inquire Date 12/12/04
Record ID 6101
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 12/12/04
Resolution 12/12/04**

Customer stated that the HIP Relay Wireless number was out of service and wanted to know why.

Lead CA thanked the customer for calling the relay as she was not aware that the number was not working. Lead CA placed a test call and found that the number was not operational. The technical department was notified and the issue was resolved within the hour.

**Technical Complaints--
Miscellaneous**

**Inquire Date 3/2/05
Record ID 6791
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/2/05
Resolution 3/2/05**

Customer e-mailed Customer Service and stated that he continues to lose the connection on calls he tried to place last night on HIP Relay.

Customer Service contacted the customer and requested the calling information for the technical department to investigate. Customer never responded.

**Technical Complaints--
Miscellaneous**

**Inquire Date 3/8/05
Record ID 6629
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 3/18/05
Resolution**

Customer e-mailed Customer Service expressing that he/she has been experiencing difficulties using HIP Relay.

Customer Service contacted the customer two times in regards to this issue asking for clarification and what the problem was. Customer has not responded.

Hamilton Video Relay Complaint Report

6/1/04 to 5/31/05

***Service Complaints—
Miscellaneous***

***Inquire Date 10/23/04
Record ID 69
Call Taken By Customer Service
CA Number
Responded By Karunya Samuel
Response Date 10/24/04
Resolution 10/24/04***

Customer felt the website needed assistance and proposed several suggestions.

Customer Service forwarded the information to VRS management. Website improvements were incorporated in January 2005. The improvements have made the website more accessible.

***Service Complaints—
Miscellaneous***

***Inquire Date 11/13/04
Record ID 58
Call Taken By Customer Service
CA Number
Responded By Karunya Samuel
Response Date 11/13/04
Resolution 11/13/04***

Customer felt the website needed assistance and proposed several suggestions.

Customer Service forwarded the information to VRS management. Website improvements were incorporated in January 2005. The improvements have made the website more accessible.

***Service Complaints—
Ringing/No Answer***

***Inquire Date 7/27/04
Record ID 432
Call Taken By Customer Service
CA Number
Responded By Tina Collingham
Response Date 7/27/04
Resolution 7/27/04***

Customer was having difficulties placing a call through VRS and no one was answering.

Customer Service stated that the center was busy and there were no interpreters available. Customer understood.

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