

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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JUL 14 2005

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Rhode Island Division of  
Public Utilities and Carriers  
89 Jefferson Blvd.  
Warwick RI 02888  
(401) 941-4500

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June 29, 2005

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Ms. Dana Jackson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12th Street, SW  
Room CY-C417  
Washington, DC 20554  
[Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov)

**RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005  
( CG Docket 03-123 )**

Dear Ms. Dortch and Ms. Jackson,

The Rhode Island Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Rhode Island to provide Telecommunications Relay Service through August 1, 2006.

Hamilton tracks and monitors all complaints and other customer service activity for the State of Rhode Island. The State of Rhode Island's complaint summary is associated with the following database categories:

No. of Copies rec'd 0+4  
List ABCDE

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

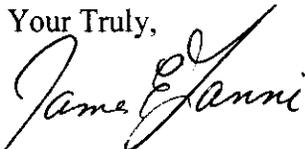
Hamilton Relay addresses and processes all complaints that originate via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear if the calls that generated these complaints came through the relay centers that process Rhode Island relay calls. However, the State of Rhode Island felt compelled to provide such information to the FCC so that the federal government would be cognizant of such activities. Rhode Island is satisfied that Hamilton Relay continues to implement protocols specifically designed to prevent calls originating from an international IP address(es) from accessing our relay system.

Of eighty-five (85) total complaints in Rhode Island, sixty-seven (67) are from the same relay user who has had difficulty understanding what relay is and how to best utilize the relay. Hamilton's Outreach and Customer Service personnel have been to this user's home on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Our agency has been assured that Customer Service will continue to work with this relay user.

Please feel free to contact myself at 401-780-2120 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Your Truly,



James E. Lanni  
Associate Administrator for  
Operations and Consumer Affairs

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# Rhode Island Relay Complaint Report

6/1/04 to 5/31/05

## External Complaints-- Miscellaneous

*Inquire Date 6/24/04  
Record ID 6715  
Call Taken By Program Mgr  
CA Number 3043  
Responded By Barb Handrup  
Response Date 6/24/04  
Resolution 6/24/04*

Customer had a problem with CA and Lead CA. Customer was repeatedly asked the same information every time he/she asked a question. Customer thinks the CAs are not reading all the information that the caller typed.

Operations Manager explained that she did talk to the CA and the Lead CA that had taken her call. Operations Manager discovered that the person she was calling was asking for specific information and entering it into the computer. After further investigation, it was determined the system involved in the call was set to accept the information in the manner the CA communicated it. Customer understood.

## External Complaints-- Miscellaneous

*Inquire Date 6/26/04  
Record ID 6781  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 6/26/04  
Resolution 6/26/04*

Customer wanted to call directory assistance for Massachusetts. Customer was upset that the Supervisor would not place the call because the Customer Profile restricts all billable calls.

Supervisor explained that he/she could use a calling card or another way to bill the call. Customer understood.

## External Complaints-- Miscellaneous

*Inquire Date 7/19/04  
Record ID 6860  
Call Taken By Lead CA  
CA Number 1202  
Responded By Sara Brandon  
Response Date 7/19/04  
Resolution 7/19/04*

CA requested assistance at workstation, stating TTY user was using profane language and asking questions. Customer wanted the CA to explain the relay to the voice party. CA stated that after giving the relay greeting, CA was put on hold and then disconnected. CA was never able to explain the relay since the person hung up. TTY user continued to use profane language towards Lead CA and CA.

Lead CA apologized to the customer and tried to explain that the CA attempted to follow her instructions, but was unable since the caller had disconnected. Lead CA offered to redial the number and attempt a relay explanation again. Customer agreed. The call was placed and no further assistance was required.

## External Complaints-- Miscellaneous

*Inquire Date 11/15/04  
Record ID 7965  
Call Taken By Supervisor  
CA Number 1164  
Responded By Sheryl Westbrook  
Response Date 11/15/04  
Resolution 11/15/04*

Customer complained that the CA was not telling her that the called party was disconnecting and she thought that the CA was not dialing the number at all.

Supervisor explained that the CA was dialing the number the customer requested. Customer requested that the Supervisor dial the number. Supervisor dialed the number as requested and there was no answer. Supervisor contacted Operator Services and was told that the customer was talking so long with the operator that the system would time out and then the call would disconnect. Supervisor tried explaining this to the customer. The customer disconnected.

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**External Complaints--**

**Miscellaneous**

**Inquire Date** 1/13/05  
**Record ID** 8344  
**Call Taken By Supervisor**  
**CA Number** 1337  
**Responded By** Beth Moncel  
**Response Date** 1/13/05  
**Resolution** 1/13/05

Customer was upset with the CA as she would not place her call.

Supervisor went to the workstation to speak with the customer and the customer disconnected as the Supervisor took over the call. CA explained that the customer was upset that she could not place a billable call as stated in the Customer Profile. Customer was trying to place a toll call through the relay. Supervisor was unable to explain this situation as the customer disconnected.

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**External Complaints--**  
**Miscellaneous**

**Inquire Date** 2/8/05  
**Record ID** 8450  
**Call Taken By Operations Mgr**  
**CA Number**  
**Responded By** Barb Handrup  
**Response Date** 2/9/05  
**Resolution** 2/9/05

Customer wanted to speak to Relay Manager. Customer was upset as she had received two calls on her TTY, that were not through the relay, and no one answered.

Relay Manager stated that the relay has no record of the calls and to contact her local telephone provider about this issue. Customer was satisfied.

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**External Complaints--**  
**Miscellaneous**

**Inquire Date** 2/14/05  
**Record ID** 8455  
**Call Taken By Customer Service**  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 2/14/05  
**Resolution** 2/14/05

Customer has been receiving threatening phone calls through Sprint 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 other Relay providers, Customer Service gave the appropriate Customer Service numbers for the other providers to the customer. Customer Service suggested contacting law enforcement as that is our recommendation under these circumstances. Customer was satisfied.

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**External Complaints--**  
**Miscellaneous**

**Inquire Date** 3/28/05  
**Record ID** 8719  
**Call Taken By Operations Mgr**  
**CA Number** 1139  
**Responded By** Barb Handrup  
**Response Date** 3/28/05  
**Resolution** 3/28/05

Customer was upset as the electric company that she was calling kept disconnecting the CA and Supervisor.

Relay Manager suggested the the customer tell the CA to not identify relay and ask for the manager or person in charge at the electric company. Customer was satisfied.

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**External Complaints--**  
**Miscellaneous**

**Inquire Date** 4/12/05  
**Record ID** 8918  
**Call Taken By Operations Mgr**  
**CA Number** 1263  
**Responded By** Diane Taylor  
**Response Date** 4/12/05  
**Resolution** 4/12/05

Customer is receiving many disconnected calls or telemarketing calls and wants it to stop.

Assistant Operations Manager directed the customer to contact their local telephone company for telephone options and register with the National Do Not Call List. Customer understood.

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**Service Complaints--CA  
Accuracy/Spelling/Verbatim**

*Inquire Date 9/7/04  
Record ID 7586  
Call Taken By Operations Mgr  
CA Number 1187  
Responded By Barb Handrup  
Response Date 9/7/04  
Resolution 9/7/04*

Customer was upset because CA did not type everything that her party was saying to her. CA stated the called party was still on the line but did not give a "go ahead" to the customer.

Operations Manager apologized that the customer did not receive all the typing from the CA and informed the customer that both the Supervisor and CA would be counseled on the proper procedures to follow. Customer was satisfied and CA and Supervisor were counseled.

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**Service Complaints--CA  
Accuracy/Spelling/Verbatim**

*Inquire Date 1/16/05  
Record ID 8275  
Call Taken By Supervisor  
CA Number 1161  
Responded By Derek Williamson  
Response Date 1/16/05  
Resolution 1/16/05*

Customer asked for a Supervisor at the workstation because the CA did not retype her message verbatim. Customer was upset as the CA left out one word and typed another word twice.

Supervisor reviewed the message that the CA had retyped and the CA had not skipped a word and the caller was mistaken. Supervisor informed the caller of this and she agreed that it was her error after checking the TTY tape. CA did unintentionally type one word twice. Supervisor explained that this was a mistake by the CA. Customer was satisfied and the CA retyped the message one more time for customer and left the message.

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**Service Complaints--CA  
Accuracy/Spelling/Verbatim**

*Inquire Date 2/8/05  
Record ID 8451  
Call Taken By Supervisor  
CA Number 1280  
Responded By Karen Griffin  
Response Date 2/8/05  
Resolution 2/8/05*

Customer was upset because the CA missed a word when retyping the message to be left on the answering machine. Customer wanted the one word corrected by the CA before the message was left.

Supervisor apologized to the customer and verified the word that she wanted corrected. Supervisor retyped the message to the customer with the correct spelling and words. Customer was satisfied and the message was left.

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**Service Complaints--CA  
Accuracy/Spelling/Verbatim**

*Inquire Date 5/14/05  
Record ID 9156  
Call Taken By At the Workstation  
CA Number 1352  
Responded By Marsha Celestine  
Response Date 5/14/05  
Resolution 5/14/05*

Customer was upset as the person that she called did not understand her call and the customer stated that it was the because the CA was not reading all of the conversation.

Supervisor explained to the customer that the CA is not allowed to alter the conversation. Supervisor apologized to the customer and stated that she would counsel the CA about this situation. Customer was satisfied and Supervisor spoke to CA about this issue.

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**Service Complaints--CA  
Accuracy/Spelling/Verbatim**

Customer was upset as the voice person did not understand what she was saying and she believes that the CA was not voicing the call completely.

*Inquire Date 5/16/05  
Record ID 9216  
Call Taken By At the Workstation  
CA Number 1342  
Responded By Marsha  
Response Date 5/16/05  
Resolution 5/16/05*

CA called for a Supervisor and stated that the CA did voice the typing just as it appeared on the screen and apologized for the confusion. Supervisor offered to revoice the information but the customer became upset and disconnected.

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**Service Complaints--CA Did not  
Keep User Informed**

CA called Supervisor to the workstation after the customer had requested a Supervisor. While the CA was entering the customer's mailbox number and password to retrieve messages, the CA only typed (Entering number) instead of (Entering Mailbox number) and (Entering Password) and the customer was upset about this. Customer wanted CA counseled.

*Inquire Date 7/15/04  
Record ID 6855  
Call Taken By Supervisor  
CA Number 1251  
Responded By Erin Gillis  
Response Date 7/15/04  
Resolution 7/15/04*

Supervisor apologized and informed the customer that the Supervisor would review the proper procedure with the CA. Customer was satisfied, but wanted a different CA to finish the call. To avoid any confusion, the Supervisor took over the call and processed it with no problems. CA was counseled on proper procedures for mailbox retrieval.

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**Service Complaints--CA Did not  
Keep User Informed**

Customer stated that the CA did not follow her instructions or keep her informed as to what was being dialed and when it was being dialed.

*Inquire Date 7/29/04  
Record ID 6927  
Call Taken By Supervisor  
CA Number 1190  
Responded By Christa Cervantes  
Response Date 7/29/04  
Resolution 7/29/04*

Lead Supervisor explained that she would give the information to the Center Manager. Customer was satisfied. CA was then counseled on the proper procedure and following the user's instructions.

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**Service Complaints--CA Did not  
Keep User Informed**

Customer was upset with CA who was checking her voice mail. CA typed, "you have one new message ... click". Customer did not understand what the "click" meant and why it took so long for CA to type the information to her.

*Inquire Date 9/13/04  
Record ID 7577  
Call Taken By Operations Mgr  
CA Number 1175  
Responded By Barb Handrup  
Response Date 9/16/04  
Resolution 9/16/04*

Operations Manager explained that the CA should not have waited so long to type to her and should have explained what the "click" was to the customer. Operations Manager apologized to the customer for the confusion and informed her that the CA would be counseled on keeping the user informed better. Customer was satisfied and CA was counseled.

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***Service Complaints--CA Did not Keep User Informed***

***Inquire Date 9/30/04  
Record ID 7651  
Call Taken By Customer Service Rep  
CA Number 1113  
Responded By Tina Collingham  
Response Date 9/30/04  
Resolution 9/30/04***

Customer was upset because the CA either disconnected the party that she was calling or informed the party that she had closed and she had not typed "SKSK". Also, CAs have not been keeping her informed of the background noises that are occurring on her calls.

Customer Service apologized for any inconveniences that the caller had experienced and informed the caller that all CAs would be counseled on keeping the user informed of the background noises. The one CA would be counseled on proper procedures for closing calls. Customer was satisfied and CAs were counseled on these issues.

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***Service Complaints--CA Did not Keep User Informed***

***Inquire Date 10/19/04  
Record ID 7843  
Call Taken By Supervisor  
CA Number 1115  
Responded By Erin Gillis  
Response Date 10/19/04  
Resolution 10/19/04***

Customer requested a Supervisor at the workstation. Customer was upset with CA for taking too long to dial her call. CA kept typing (one moment please) over and over again. Customer had typed the number incorrectly, so it was showing as a long distance call and the customer has no restrictions in her profile. CA was unsure of how to place this call.

Supervisor apologized to the customer for the delays that she was experiencing and informed the customer that the CA would be counseled on processing the call in a timely manner and keeping the user informed of what is going on with the call. Customer understood and gave the corrected number to dial. The call was placed and the customer was satisfied. CA was then counseled on this issue.

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***Service Complaints--CA Did not Keep User Informed***

***Inquire Date 11/27/04  
Record ID 7910  
Call Taken By Program Mgr  
CA Number 1147FT  
Responded By Barb Handrup  
Response Date 11/27/04  
Resolution 11/27/04***

Customer was upset with a CA. CA did not type anything to her.

Relay Manager explained that the CA did type to the customer but was unable to read what the customer typed back because of technical difficulties. CA was counseled by the Supervisor to make sure to call for a Supervisor right away when there is technical difficulties. Customer understood.

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***Service Complaints--CA Did not Keep User Informed***

***Inquire Date 12/16/04  
Record ID 7980  
Call Taken By Supervisor  
CA Number  
Responded By Lori Goff  
Response Date 12/16/04  
Resolution 12/16/04***

Customer gave the number to the CA to dial. Call would not go through with the number the CA was given. CA tried again, the procedure for the dialed failed box appearing on screen and using the re-originating number. Call did not go through the second time either. Customer typed "hello go ahead" several times while CA was trying to place the call. CA called for a Supervisor. Customer requested a Supervisor and CA typed "one moment for Supervisor". When the Supervisor arrived at the station, the customer stated that the CA would not respond when she typed "hello go ahead" Customer stated that the CA did not keep her informed of why it was taking so long to process the call.

Supervisor apologized for the inconvenience and thanked the customer for her patience. Supervisor stated that the number the customer had given to the CA would not go through and it usually takes a minute or two to follow the proper procedure to try to dial the call. Customer asked for another number to be dialed. Supervisor thanked the customer for her patience again and CA dialed the new number and the call was processed with no problems. Customer was satisfied.

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***Service Complaints--CA Did Not Keep User Informed***

*Inquire Date 4/13/05  
Record ID 8920  
Call Taken By Customer Service Rep  
CA Number 1352  
Responded By Tina Collingham  
Response Date 4/13/05  
Resolution 4/14/05*

Customer was upset as the CA was very slow to respond and did not follow her instructions. Customer dislikes all male CAs and states that all male CAs are slow.

Customer Service apologized to the customer for the trouble that she experienced and stated that the information would be forwarded to the CAs Supervisor and the Relay Manager. Customer was satisfied and CA was counseled on this issue.

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***Service Complaints--CA Did not Keep User Informed***

*Inquire Date 5/31/05  
Record ID 9344  
Call Taken By Supervisor  
CA Number 1302  
Responded By Tina Collingham/Donte B.  
Response Date 6/1/05  
Resolution 6/1/05*

Customer complained CA lied to her about having messages on her answering machine. Customer stated that the CA said that she did not have any messages on her answering machine and she did have a message. Customer stated that she would contact Relay Manager.

Supervisor apologized to the customer and stated that this information would be forwarded to the Relay Manager. Customer disconnected and information was forwarded to Relay Manager. There has been no call back from the customer and the CA was counseled in regards to this issue.

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***Service Complaints--CA Gave Wrong Information***

*Inquire Date 11/29/04  
Record ID 7909  
Call Taken By Lead CA  
CA Number 1258M  
Responded By Barb Handrup  
Response Date 11/29/04  
Resolution 11/29/04*

Customer requested the spelling of a name that was left on her voice mail. Lead CA apologized to the customer and listened to the voice mail message. Lead CA then informed the caller that based on what was heard on the voice mail, she was unable to understand the name well enough to spell it for the customer. Customer then became upset and stated that she would call the Manager. Customer disconnected.

Lead CA informed Relay Manager of the situation. Customer called Relay Manager, who explained that if the Lead CA could not understand the name, then it would not be possible to spell the name as the caller requested. Relay Manager stated that if Lead CA could not understand the name the first time, then she would inform the customer of that and listen to the voice mail again. However, the Lead CA stated she could not understand the message. Customer was satisfied. Lead CA and CA were counseled on this situation.

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***Service Complaints--CA Hung Up on Caller***

*Inquire Date 7/30/04  
Record ID 6932  
Call Taken By Operations Mgr  
CA Number 1124  
Responded By Barb Handrup  
Response Date 8/2/04  
Resolution 8/2/04*

Customer was upset and stated that the CA hung up on her and did not leave her message on an answering machine. Customer stated that a CA had hung up on her on a previous call.

Operations Manager investigated the calls and discovered that the CA had not disconnected the caller. Technical information indicated that the caller hung up before the CA released the call and that proper key strokes and procedures been followed. Manager apologized for the problem and explained to the customer that the issue had been investigated and explained that the CA had followed proper procedures. Operations Manager also informed the customer that the CA had not disconnected until the customer had disconnected. Customer understood.

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**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 9/14/04  
**Record ID** 7622  
**Call Taken By Supervisor**  
**CA Number** 1147  
**Responded By** Tauna Seas  
**Response Date** 9/14/04  
**Resolution**

Customer was very upset as she thought that the CA had hung up on her.

Supervisor apologized to the caller and informed her that she would speak to the CA about the incident. Customer stated that she would be calling the Operations Manager. Technical information showed that the CA did not disconnect the customer. Operations Manager did not receive a call back from the customer on this incident.

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**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 10/3/04  
**Record ID** 7757  
**Call Taken By Lead CA**  
**CA Number** 1156  
**Responded By** Lori/Marsha  
Celestine  
**Response Date** 10/3/04  
**Resolution** 10/3/04

Customer gave CA a number to dial and reached an answering machine. After CA typed the answering machine message, there was no response from customer. CA called for a Supervisor and after several attempts by CA and Supervisor to get a response, nothing happened and the call was disconnected. Customer called back as she was upset that the CA disconnected her and that if she has TTY problems the relay should type that she is having problems.

Supervisor stated that she tried several times to let the voice user know that the relay was waiting for a response from the customer. Customer was upset and stated that she would contact the Operations Manager. Customer stated that she wants the CA to notify the called party if she is having technical difficulties. Supervisor informed the customer that unfortunately the relay would not know if the customer was experiencing technical difficulties.

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**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 10/4/04  
**Record ID** 7760  
**Call Taken By Operations Mgr**  
**CA Number**  
**Responded By** Barb Handrup  
**Response Date** 10/4/04  
**Resolution** 10/4/04

Customer called to speak to the Operations Manager about a CA hanging up on her, and that Customer Service would not tell her how many CAs were working.

Operations Manager explained that the relay does not state how many CAs are working at any given time for security reasons and explained that the customer's call was disconnected by a Supervisor due to the fact that the customer was being verbally abusive to the CA. Customer understood.

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**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 12/18/04  
**Record ID** 8087  
**Call Taken By Supervisor**  
**CA Number** 1153  
**Responded By** Beth Moncel  
**Response Date** 12/18/04  
**Resolution** 12/22/04

Customer had asked for a Supervisor, but while assisting the customer, the line disconnected. Customer called back to the relay and accused Supervisor of disconnecting her.

Supervisor stated that she did not disconnect the customer. Customer stated that she would report the Supervisor to the Relay Manager. Customer Service received this complaint and contacted technical to ensure that the Supervisor did not disconnect the call. Supervisor did not disconnect the call and customer has not called about this issue.

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***Service Complaints--CA  
Misdialed Number***

*Inquire Date 3/8/05  
Record ID 8673  
Call Taken By Operations Mgr  
CA Number 1103  
Responded By Barb Handrup  
Response Date 3/8/05  
Resolution 3/8/05*

Customer was concerned about her long distance bill as the CA misdialed the area code. Customer stated that the CA did state that there had been a mistake and redialed to the correct number.

Relay Manager apologized and reassured the customer that since the called party did not answer she would not be billed for this call. Relay Manager stated that if she did receive a bill for this call to send it to the relay and she would be reimbursed. Customer was satisfied.

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***Service Complaints--CA Typing***

*Inquire Date 2/18/05  
Record ID 8459  
Call Taken By At the Workstation  
CA Number  
Responded By Lateacha Lewis  
Response Date 2/18/05  
Resolution 2/18/05*

Customer was upset because the CA made a typing error when retyping the message the customer wanted to leave on voice mail. Customer stated that she was afraid that the CA would voice her message incorrectly. Customer stated that she would call the Relay Manager about this issue.

Supervisor apologized to the customer for the confusion and explained that sometimes CAs do make typing errors, but the CA will voice the message correctly. Supervisor suggested that she call the Relay Manager if she had any further complaints. Customer was satisfied and the message was left. There has been no further contact from the customer with regards to this issue.

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***Service Complaints--CA Typing  
Speed***

*Inquire Date 8/16/04  
Record ID 7473  
Call Taken By Operations Mgr  
CA Number 1292  
Responded By Barb Handrup  
Response Date 8/16/04  
Resolution 8/16/04*

Customer called to speak with the Center Manager and stated that she was upset and embarrassed because the CA did not follow her directions and typed slowly on her call. Customer said she could not get all the information that she needed from Directory Assistance.

Center Manager informed the customer that CA and Supervisor would be counseled on this procedure and the Center Manager apologized to the customer. Customer was satisfied.

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***Service Complaints--  
Confidentiality Breach***

*Inquire Date 2/23/05  
Record ID 8461  
Call Taken By Supervisor  
CA Number 1148  
Responded By Barb Handrup  
Response Date 2/24/05  
Resolution 2/24/05*

Customer stated that she was having a problem with a CA and Supervisor at the relay and would call back to speak to the Relay Manager tomorrow. Customer was upset because the Supervisor told her she had observed what happened on her call and so she felt like her call was not private.

Relay Manager explained to the customer that if there is any problem with the CA's to call for a Supervisor or Supervisor could randomly monitor a call and be aware of an issue on the call. Relay Manager assured the customer that all conversations are kept private and confidential, but she would also speak to the CA and the Supervisor about this issue to be sure that this is the situation. Customer was satisfied. Relay Manager spoke to the Supervisor and CA about this issue and found that the Supervisor was monitoring the CA when she had the problem and went to assist the CA.

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***Service Complaints—Customer  
Dislikes Policy/Procedure***

*Inquire Date 2/15/05  
Record ID 8456  
Call Taken By At the Workstation  
CA Number 1155  
Responded By Erin/Mila  
Response Date 2/15/05  
Resolution 2/15/05*

Customer asked for a Supervisor at the workstation. Customer was upset because the CA typed everything that was heard in the background but CA could not explain what the person had said or what the person meant by that.

Supervisor explained to the customer that the CA simply was typing what she heard but that there was no way to know why the voice party said what was said. Customer was still unhappy and had Supervisor call Customer Service and explain what happened. Customer Service stated to the customer that there is no way for the CA to know why someone would say something and if she had questions about what was said she would need to call to the voice party. Customer stated that she was not happy about this issue and would be calling the Relay Manager tomorrow. Customer disconnected and there has been no call back from the customer in regards to this issue.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 6/11/04  
Record ID 6704  
Call Taken By Lead CA  
CA Number 3031  
Responded By Jody Kent  
Response Date 6/11/04  
Resolution 6/11/04*

Customer was upset that CA didn't type "entering pin number, etc..", when the CA tried to access the caller's voice mail.

Lead CA explained that the CA did get to her voice mail, but did forget to type "entering pin number, etc..." Lead CA stated that CA would be counseled on following the users instructions. Customer was satisfied and CA was counseled.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 10/15/04  
Record ID 7839  
Call Taken By Supervisor  
CA Number 1144  
Responded By Erin Gillis  
Response Date 10/15/04  
Resolution 10/15/04*

Customer requested a Supervisor as she was very upset that the CA erased a message that she had wanted to save on her voice mail.

Supervisor discovered that the message actually had been saved, but the CA did not type to the customer that she had any saved messages. Supervisor apologized to the customer and gave the customer the information that she wanted. Customer said thank you and to be sure to have the CA type everything that was heard on the recording. Customer was satisfied and the CA was counseled.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 10/24/04  
Record ID 7840  
Call Taken By Supervisor  
CA Number 1306  
Responded By Erin Gillis  
Response Date 10/24/04  
Resolution 10/24/04*

Customer requested a Supervisor at the workstation. Customer was upset because the CA did not follow the instructions that are listed in her profile to retrieve her voice mail messages.

Supervisor apologized to the customer and informed the customer that the CA would be counseled on making sure to follow all instructions given by the customer and the instructions that are listed in the profile. Customer was satisfied and CA was counseled on following the user's instructions.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 10/24/04  
Record ID 7841  
Call Taken By Customer Service  
Rep  
CA Number 1111  
Responded By Erin Gillis  
Response Date 10/24/04  
Resolution 10/24/04*

Customer requested a Supervisor at the workstation. Customer was upset because the CA did not follow the instructions that are listed in her profile to retrieve her voice mail messages.

Supervisor apologized to the customer and informed the customer that the CA would be counseled on making sure to follow all instructions given by the customer and the instructions that are listed in the profile. Customer was satisfied and CA was counseled on following the user's instructions.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 10/24/04  
Record ID 7842  
Call Taken By Supervisor  
CA Number 1302  
Responded By Derek W.  
Response Date 10/24/04  
Resolution 10/24/04*

Customer requested a Supervisor at the workstation. Customer was upset because the CA did not follow the instructions that are listed in her profile to retrieve her voice mail messages.

Supervisor apologized to the customer and informed the customer that the CA would be counseled on making sure to follow all instructions given by the customer and the instructions that are listed in the profile. Customer was satisfied and CA was counseled on following the user's instructions.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 11/11/04  
Record ID 7847  
Call Taken By Lead CA  
CA Number 1258  
Responded By Sheryl Westbrook  
Response Date 11/11/04  
Resolution 11/11/04*

Customer was upset because the CA did not follow the instructions that are listed in her profile to retrieve her voice mail messages. Customer also complained that all of the male CAs take too long to process the calls and all the female CAs are much faster.

Supervisor apologized to the customer and informed the customer that the CA would be counseled on making sure to follow all instructions given by the customer and the instructions that are listed in the profile. Customer was satisfied and CA was counseled on following the user's instructions. Supervisor also thanked the customer for her observation about the male CAs and informed the customer that all CAs are trained to process calls in a timely manner. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 11/20/04  
Record ID 7908  
Call Taken By Supervisor  
CA Number 6983F  
Responded By Angie F.  
Response Date 11/20/04  
Resolution 11/20/04*

Customer requested a Supervisor at the workstation. Customer was upset because the CA did not follow the instructions that are listed in her profile to retrieve her voice mail messages.

Supervisor apologized to the customer and informed the customer that the CA would be counseled on making sure to follow all instructions given by the customer and the instructions that are listed in the profile. Customer was satisfied and CA was counseled on following the user's instructions.

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***Service Complaints—Didn't  
Follow Instructions***

*Inquire Date 4/3/05  
Record ID 8912  
Call Taken By Lead CA  
CA Number 6198  
Responded By Vicki Hawthorne  
Response Date 4/3/05  
Resolution 4/3/05*

Customer was upset with the CA because she did not know how to process her voice mail. Customer stated that she would contact the Relay Manager on Monday to report this issue. Customer called Relay Manager about the service that she received from the CA and how he did not follow her voice mail instructions.

Relay Manager apologized to the customer and assured her that the CA would be counseled in regards to this issue. Customer was satisfied and CA was counseled in regards to this issue.

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***Service Complaints—Didn't  
Follow Instructions***

*Inquire Date 4/23/05  
Record ID 8981  
Call Taken By Operations Mgr  
CA Number 6453  
Responded By Barb Handrup  
Response Date 4/25/05  
Resolution 4/25/05*

Customer was upset with the CA because she did not know how to process her voice mail. Customer stated that she would contact the Relay Manager on Monday to report this issue. Customer called Relay Manager about the service that she received from the CA and how he did not follow voice mail instructions.

Relay Manager apologized to the customer and assured her that the CA would be counseled in regards to this issue. Customer was satisfied and CA was counseled in regards to this issue.

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***Service Complaints—Didn't  
Follow Instructions***

*Inquire Date 5/16/05  
Record ID 9157  
Call Taken By Operations Mgr  
Responded By Barb Handrup  
Response Date 5/16/05  
Resolution 5/16/05*

Customer was upset because CA kept asking her the same questions. The called party disconnected as he did not understand what the customer was saying. Supervisor then came on the line and stated that she had been watching the call and the customer was upset since the Supervisor was standing behind the CA reading her private conversation. Customer was also upset that the CA had not followed the directions that were stated in her profile.

Customer Service stated that this information will be forwarded to the Relay Manager and apologized that this happened. Relay Manager spoke to the customer and assured the customer that the Supervisor was not involved in her conversation but helping the CA with the call. Relay Manager stated that the CAs were counseled in regards to following the customer instructions. Customer was satisfied.

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***Service Complaints—Didn't  
Follow Instructions***

*Inquire Date 5/22/05  
Record ID 9274  
Call Taken By Supervisor  
CA Number  
Responded By Marshae Celestine  
Response Date 5/22/05  
Resolution 5/22/05*

Customer complained that the CA did not follow her instructions when dialing to her voice mail.

Supervisor spoke with CA in regards to this issue. CA had kept customer informed of everything that was said on her call and typed all information to the customer. Customer had not received clear typing. Supervisor stated that there was no profile on the screen. Supervisor apologized and stated that the CA did type all the information and stated that her complaint would be documented. Customer disconnected.

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***Service Complaints--Didn't  
Follow Instructions***

*Inquire Date 5/26/05  
Record ID 9314  
Call Taken By At the Workstation  
CA Number 1112  
Responded by Erin Gillis  
Response Date 5/26/05  
Resolution 5/26/05*

Customer requested a Supervisor while on a call. Customer was upset because she was asking the receptionist for a specific person and the receptionist was not understanding the name and hanging up. Customer stated that it was the CAs fault for not giving the correct name.

Supervisor apologized to the customer for the confusion and explained to her that CA did ask for the specific person and stated that she even spelled the person's name, but the receptionist was confused and hung up. Customer said thank you and disconnected.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

*Inquire Date 6/21/04  
Record ID 6714  
Call Taken By Lead CA  
CA Number  
Responded By Barb Handrup  
Response Date 6/22/04  
Resolution 6/22/04*

Customer called to speak to Operations Manager. CA and Supervisor did not follow her instructions and typed everything that was heard on a recording. This was after the customer asked not to have the whole recording typed.

Operations Manager apologized to customer and stated that the CA and Supervisor would be counseled on following the proper recording procedure. Customer was satisfied. CA and Supervisor were counseled on following the proper procedures on recordings and following customer instructions.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

*Inquire Date 7/12/04  
Record ID 6834  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 7/12/04  
Resolution 7/12/04*

Customer called to speak to Operations Manager. Customer stated that she was having trouble with a CA, not explaining the relay. Customer said she did not know the CA's number.

Operations Manager stated that she would remind all CAs to make sure that the correct procedure is followed. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

*Inquire Date 9/25/04  
Record ID 7659  
Call Taken By Supervisor  
CA Number 1155  
Responded By Barb Handrup  
Response Date 9/27/04  
Resolution 9/27/04*

Customer was upset because the CA dialed the wrong number. The user asked for a different CA to handle her call. At the end of the second call, the same CA was on the line and a different CA had not taken over the call as instructed. Customer asked for a Supervisor and Supervisor stated that the CA had followed the proper procedure.

Operations Manager stated that both CA and Supervisor would be counseled on following the customer's instructions and about the procedures to request another CA. Customer was satisfied and CA and Supervisor were counseled and trained on following the proper procedure.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

*Inquire Date 11/15/04  
Record ID 7966  
Call Taken By Supervisor  
CA Number 1138  
Responded By Sheryl Westbrook  
Response Date 11/15/04  
Resolution 11/15/04*

Customer was upset that the CA did not explain the relay to the party that she was calling and the called party disconnected.

Supervisor explained that the person who answered the phone told the CA that he/she was familiar with the relay, therefore, the CA did not explain. Customer then asked why the caller disconnected. Supervisor stated that she did not have that information. Customer then stated that the CA didn't explain the relay on a directory assistance call either. Customer was satisfied and CA was counseled.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

*Inquire Date 12/16/04  
Record ID 7979  
Call Taken By Supervisor  
CA Number  
Responded By Lori Goff  
Response Date 12/16/04  
Resolution 12/16/04*

Customer informed the CA that she would like a live representative and not the TTY machine. CA dialed the number and got the live representative on the phone for the customer and then the live representative transferred the call to the TTY machine, when the representative found that this was a relay call. Customer requested a Supervisor immediately.

Supervisor apologized to the customer for the inconvenience and told the customer that the CA would be counseled on processing this type of call. Supervisor counseled CA to handle the call and process it in a timely manner. Customer asked to redial the number and CA redialed the number and asked the live representative that answered the phone, to please not transfer the call to the TTY machine. Customer was satisfied when the live representative stayed on the line and the call was completed.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

*Inquire Date 8/27/04  
Record ID 7483  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb  
Handrup/Donte  
Response Date 8/27/04  
Resolution 8/27/04*

Customer was upset because she thought CA had not followed proper procedures for retrieving her voice mail. CA typed "you have one new message... click".

Operations Manager explained to the customer that someone must have called her and received her voice mail. The person may not have wanted to leave a message and hung up. Operations Manager apologized for the confusion. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

*Inquire Date 8/28/04  
Record ID 7485  
Call Taken By Operations Mgr  
CA Number 1270  
Responded By Barb Handrup  
Response Date 8/30/04  
Resolution 8/30/04*

Customer wanted to speak to the Operations Manager. Customer called to complain that the CA did not follow her instructions when retrieving messages from her voice mail. Customer stated CA erased four messages that she had on her voice mail without asking customer if she wanted the messages deleted.

Operations Manager informed the customer that the CA and Supervisor would be counseled on the proper procedures for retrieving voice mail messages and following the customers instructions. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

*Inquire Date 9/12/04  
Record ID 7576  
Call Taken By Lead CA  
CA Number 1157  
Responded By Tina  
Collingham/Michelle Montelauro  
Response Date 9/14/04  
Resolution 9/15/04*

Customer was upset because CAs erased the messages from her voice mail without asking if she wanted the messages deleted. Customer would like to update and change a number in her profile at the relay and also wanted to know what the "T" stands for by a CA number.

Operations Manager explained that the CAs would be counseled on the voice mail procedure that is in her profile. CA numbers that have a "T" at the end of them indicate CA's that are still in training. Operations Manager stated that the information pertaining to the profile would be given to the technician and added to her Customer Profile. Customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

*Inquire Date 11/20/04  
Record ID 7906  
Call Taken By Lead CA  
CA Number  
Responded By Chris B.  
Response Date 11/20/04  
Resolution 11/20/04*

Customer stated that she asked the CA to retype the message that she was leaving on the answering machine. CA did not retype her message correctly. Supervisor checked the screen and the CA had retyped the message exactly as the customer had typed it. Customer did not agree because the CA and Supervisor typed her instructions along with the message and she did not want that typed.

Supervisor asked customer which message she wanted to leave and told her the CA would not voice her instructions in the message and that the CA needed the number to call. Customer told CA to type the second message and not voice her instructions. Customer then allowed the relay to leave the message.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

*Inquire Date 3/31/05  
Record ID 8720  
Call Taken By Operations Mgr  
CA Number 6408  
Responded By Barb Handrup  
Response Date 3/31/05  
Resolution 3/31/05*

Customer stated that she asked both the CA and Supervisor to "Please dial, speed dial number 4" and both CA and Supervisor stated that they were unsure what the party wanted. Customer stated that all she was trying to do was check her voice mail.

Relay Manager apologized and stated that both would be retrained on handling calls to a voice mail system. Customer understood and was satisfied. CA and Supervisor were retrained and counseled on this issue.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

*Inquire Date 3/31/05  
Record ID 8722  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 3/31/05  
Resolution 3/31/05*

Customer was upset with the CA and Supervisor that they did not type her message from her voice mail.

Assistant Operations Manager apologized to the customer and explained that the CA and Supervisor would be counseled on this issue. Customer understood and CA and Supervisor were counseled.

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***Service Complaints--Miscellaneous***

*Inquire Date 6/21/04  
Record ID 6713  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 6/21/04  
Resolution 6/21/04*

Customer was upset because daughter was receiving harassing phone calls through the relay. Customer wondered if the relay could tell her who it was that had called?

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 Relay or another 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.

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***Service Complaints—  
Fraudulent/Harassment Call***

*Inquire Date 6/21/04  
Record ID 6711  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 6/21/04  
Resolution 6/21/04*

*Customer has been receiving prank calls through the relay. Customer is very concerned because the person calling knows the customer's name. Customer would like to have his/her number blocked from receiving relay 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 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.*

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***Service Complaints—  
Fraudulent/Harassment Call***

*Inquire Date 7/21/04  
Record ID 6966  
Call Taken By Supervisor  
CA Number  
Responded By Chris Bentley  
Response Date 7/21/04  
Resolution 7/21/04*

*Customer has been receiving harassing phone calls through the relay and wanted any information about the call the relay could give him. He is going to contact the district attorney's office to complain.*

*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 Relay or another 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 understood.*

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***Service Complaints—  
Fraudulent/Harassment Call***

*Inquire Date 9/7/04  
Record ID 7538  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 9/7/04  
Resolution 9/7/04*

*Customer wanted to block his business number from all fraudulent relay 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 his 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.*

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***Service Complaints—  
Fraudulent/Harassment Call***

*Inquire Date 12/27/04  
Record ID 8021  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/27/04  
Resolution 12/27/04*

*Customer has been receiving fraudulent calls through the relay from a phone number in California. Customer wanted to know why she is receiving the calls.*

*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 Relay or another 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.*

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

**Inquire Date 4/12/05  
Record ID 8919  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 4/12/05  
Resolution 4/12/05**

Customer has deaf sister in law and is upset that kids are using the internet relay to make fake calls. Customer stated that she received a call last night.

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 Relay or another 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 law enforcement. Customer understood.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 6/7/04  
Record ID 6659  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawathorne  
Response Date 6/7/04  
Resolution**

Customer had a problem with a CA and customer will call back and speak to the Operations Manager.

Lead CA informed the caller that the information would be given to the Operations Manager. Customer was satisfied. There was no call back to the Operations Manager.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 6/8/04  
Record ID 6662  
Call Taken By Lead CA  
CA Number  
Responded By Barb Handrup  
Response Date 6/8/04  
Resolution 6/8/04**

Customer wanted to talk to the Operations Manager about problems with three CAs. She wanted to make the Operations Manager aware of these problems. CA 3053 made a typing mistake; CA6742 was a male CA and she wanted a female; and CA 3019 - the customer couldn't remember what that particular CA had done.

Customer called and reported to the Lead CA the complaints about the three CAs. Customer stated that she would call later and talk to the Operations Manager. When the customer called back, the Operations Manager stated that she was aware of the problems and had spoken to each of the CAs. Customer was satisfied.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 6/8/04  
Record ID 6661  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 6/8/04  
Resolution 6/8/04**

Customer called to complain that there were no female CAs available. Customer asked to speak with Supervisor.

Lead CA informed customer that calls are taken in the order that they come in and there is no way to differentiate for a female or male CA before the call is answered. However, the customer can request a specific gender once the call is answered. Customer stated that she would call later and speak to the Operations Manager. Lead CA taking the call said the information would be passed on to the Operations Manager. No further call was received.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 6/9/04  
Record ID 6702  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 6/9/04  
Resolution 6/9/04**

Customer wanted CA to scroll back and gather information from the conversation after the customer's call had ended and the Terminating Party had disconnected. CA stated that information was not available.

Operations Manager explained that the relay cannot scroll back and get information from the conversation that was previously typed. Customer understood.

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**Service Complaints--****Miscellaneous**

*Inquire Date 7/10/04  
Record ID 6830  
Call Taken By Supervisor  
CA Number 1117  
Responded By Erin  
Response Date 7/10/04  
Resolution 7/10/04*

Customer had typed a message to be left on an answering machine. CA left the message, and when CA sent (Message Left) the caller asked CA what person's last name was on the answering machine. CA did not remember the name. CA told customer she didn't recall the last name. Customer requested a Supervisor. Supervisor went to the workstation and the customer asked Supervisor what CA said about the call.

Supervisor explained that the CA said she didn't remember the last name from the answering machine. Customer said she would call the Operations Manager and report this incident. Supervisor apologized to the caller and asked if she wanted to make another call. No further call to the Operations Manager was received.

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**Service Complaints--****Miscellaneous**

*Inquire Date 7/10/04  
Record ID 6831  
Call Taken By Lead CA  
CA Number  
Responded By Connie Rudy  
Response Date 7/10/04  
Resolution 7/10/04*

Customer was upset with a CA, but did not give CA number. Customer wanted to speak to Operations Manager.

CA informed customer that Operations Manager was out of the office. Customer stated she would call back. To this date, no further contact has been made by this customer regarding this issue.

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**Service Complaints--****Miscellaneous**

*Inquire Date 10/1/04  
Record ID 7756  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent/Debra  
Response Date 10/1/04  
Resolution 10/1/04*

Customer was in the process of retrieving her voice mail and asked the CA the ethnic background of the person that had left the message for the customer. Customer began asking several other questions of the CA.

CA told the customer that the person on the answering machine did have a Spanish accent, but then informed the customer that she was not allowed to give opinions on the call. Customer became very upset that CA would not answer the questions about the customer age and if young or old. Supervisor took over the call when the customer became very upset and abusive to CA. Supervisor disconnected the call because of the profanity that was being directed at the CA.

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**Service Complaints--****Miscellaneous**

*Inquire Date 10/3/04  
Record ID 7758  
Call Taken By Supervisor  
CA Number 1206  
Responded By Erin Gillis  
Response Date 10/3/04  
Resolution 10/3/04*

CA called for a Supervisor as customer wanted a CA that was not in training.

Supervisor typed one moment please and transferred the call. During this process, the customer became very upset and typed hello, hello, hello... ga ga ga. Customer stated that this was taking too long and hung up on CA.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 10/3/04  
Record ID 7759  
Call Taken By Supervisor  
CA Number  
Responded By Eric Lewis  
Response Date 10/3/04  
Resolution 10/3/04**

Customer asked for a Supervisor at the workstation. Customer was complaining that she had called in twice and got the same CA that was in training both times. Customer was mad because she doesn't want anyone who is in training. The first time customer called, she hung up when she saw the T. The second time she got mad and asked for Supervisor and was using profanity towards Supervisor about getting the same CA again with the T on her number.

Supervisor asked the customer to please not use the profanity or her call would be disconnected and that once a CA that was not in training was available, that CA would take over this call. CA that was not in training came over and took over the call and processed the call.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 10/29/04  
Record ID 7831  
Call Taken By Operations Mgr  
CA Number  
Responded By Tina Collingham  
Response Date 10/29/04  
Resolution 10/29/04**

Customer has a problem with all male CAs. Customer stated that the male CAs take too long to get connected to the party that she is calling. The problem is not just one male CA but all male CAs.

Operations Manager informed the customer that all the male CAs would be counseled and monitored on how quickly they process the relay calls. Customer was satisfied and the CAs were counseled.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 11/11/04  
Record ID 7846  
Call Taken By Lead CA  
CA Number 1292  
Responded By Sheryl Westbrook  
Response Date 11/11/04  
Resolution 11/11/04**

Customer was upset because the CA was unable to tell her if a business was open or not. Customer wondered if the business was open because it was a holiday. Customer was also upset that the CA did not know what the customer meant when she told the CA to get a specific Supervisor. Customer stated that she didn't have time for our games and that the Rhode Island Relay wasn't paying her phone bill.

Lead CA apologized to the customer and explained that unless a business has a pre-recorded message or someone answers the phone to inform the CA that the business is closed for the holiday there is no way for the CA to know this information. Lead CA also explained that when the caller typed "Get Lori" CA did not understand if she wanted to ask for "Lori" at the business that she was calling or wanted the CA to get a Supervisor. Customer was satisfied.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 2/7/05  
Record ID 8449  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 2/7/05  
Resolution 2/7/05**

Customer is upset as she believes that the CAs are using her information and changing all of the information in her voice mail.

Relay Manager encouraged the customer to share any information that leads her to believe this is true. Customer had none and disconnected.

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***Service Complaints--  
Miscellaneous***

*Inquire Date 2/13/05  
Record ID 8453  
Call Taken By Lead CA  
CA Number  
Responded By Chris B.  
Response Date 2/13/05  
Resolution 2/13/05*

Customer requested a female CA and one was not available. Customer stated that she was in a hurry and was very upset that her party was waiting on her because of the Relay. Customer agreed to have the current CA process the call.

Lead CA informed the customer that the relay was very busy at this time and that it may take a few moments for a female CA to process her call. Lead CA offered to have her hold until a female CA became available or offered to have the current male CA process the call. The current CA processed the call for the customer.

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***Service Complaints--  
Miscellaneous***

*Inquire Date 2/14/05  
Record ID 8454  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 2/14/05  
Resolution 2/14/05*

Customer wanted to speak to Relay Manager. Customer called back and reached a CA in training and hung up. The second call through the relay she reached a CA with the same number but did not have a "T" and wondered if they were the same person.

Relay Manager explained it is the same CA. Relay Manager stated that she would talk to the Supervisor and the CA. Customer was satisfied and CA and Supervisor were both counseled on this issue.

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***Service Complaints--  
Miscellaneous***

*Inquire Date 4/11/05  
Record ID 8977  
Call Taken By Customer Service  
Rep  
CA Number 1373  
Responded By Barb Handrup  
Response Date 4/19/05  
Resolution 4/19/05*

Customer wanted to speak to the Relay Manager to report that last week she had trouble with a CA and Supervisor. Customer felt that the Supervisor responded too quickly and the customer does not believe that she really checked the information from the call.

Relay Manager explained that she would check into the issue with CA and Supervisor and find out what happened with the call. Relay Manager spoke to Supervisor that handled the call with customer and Supervisor stated that the information was still on the monitor and so it was very easy to respond to the customer quickly. Customer called back, Relay Manager explained this to the customer and the customer was satisfied.

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***Service Complaints--  
Miscellaneous***

*Inquire Date 4/24/05  
Record ID 9049  
Call Taken By At the Workstation  
CA Number  
Responded By Diane Taylor  
Response Date 4/25/05  
Resolution 4/25/05*

Customer was upset as she wanted a female CA to process her call. Customer stated that the relay should know her number and know that she wants a female CA. She also wanted to know how many male CAs were on staff at the relay.

Supervisor explained that there was not a female CA available at the moment and while she was getting a CA the customer hung up. Customer called back on another station and the Supervisor helped her at that station and stated that she did not have that exact information on how many male CAs were employed with the relay. Relay Manager was informed of this issue.

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**Service Complaints—  
Ringing/No Answer**

**Inquire Date 12/7/04  
Record ID 8011  
Call Taken By Lead CA  
CA Number 1240  
Responded By Marsha Celestine  
Response Date 12/7/04  
Resolution 12/7/04**

Customer was upset that the relay took so long to answer when she dialed into 711.

Lead CA explained that sometimes the relay is busy and there is a high call volume, which will cause a delay in answering. Customer understood. Hamilton answered 93% in 10 seconds on that day.

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**Service Complaints—  
Ringing/No Answer**

**Inquire Date 1/19/05  
Record ID 8278  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/19/05  
Resolution 1/19/05**

Customer was upset with the Supervisor because it took so long for the relay to answer the phone. Customer wanted to speak to Relay Manager.

Customer Service apologized that the customer was having trouble getting into the relay. Customer Service stated that she would speak to a Supervisor about this situation. Customer was satisfied. Hamilton answered 87% of all calls in 10 seconds on that day.

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**Technical Complaints—711  
Problems**

**Inquire Date 2/11/05  
Record ID 8452  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 2/11/05  
Resolution 2/11/05**

Customer was unable to reach the relay by dialing 711.

Supervisor stated that the relay has been very busy and please try his/her call again. Supervisor stated that if the customer still had problems to please notify customer service about this issue. There has been no call back from the customer with regards to this issue.

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**Technical Complaints—  
Miscellaneous**

**Inquire Date 7/26/04  
Record ID 6862  
Call Taken By Operations Mgr  
CA Number 1299  
Responded By Barb Handrup  
Response Date 7/26/04  
Resolution 7/26/04**

Customer was upset because CA was not answering her questions. She would wait for an answer and then type "Hello, Hello", but still did not receive an answer from the CA.

Operations Manager explained that the CA was having technical difficulties with her computer and could not type to the customer. Operations Manager also apologized for the customer's inconvenience and explained the workstation is being fixed. Customer understood.

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**Technical Complaints--**  
**Miscellaneous**

**Inquire Date 8/5/04**  
**Record ID 7419**  
**Call Taken By Lead CA**  
**CA Number 1134**  
**Responded By Scott Wagner**  
**Response Date 8/5/04**  
**Resolution 8/5/04**

Customer was upset because they were trying to type a message for the CA to read before dialing the telephone number. CA kept interrupting and saying "Hello, are you there?" Customer said that she told CA not to type when she was typing and CA typed "phone disconnected". Customer hung up and called back to the relay and asked for the Supervisor.

Lead CA informed the customer that he would follow up with CA and apologized to the customer. Customer did not want to leave any follow up information. Lead CA explained to Customer Service that the CA had technical difficulties with the workstation which caused the problem.

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**Technical Complaints--**  
**Miscellaneous**

**Inquire Date 5/20/05**  
**Record ID 9276**  
**Call Taken By Supervisor**  
**CA Number 1289**  
**Responded By Karen Griffin**  
**Response Date 5/20/05**  
**Resolution 5/20/05**

Customer stated that the CA took to long to answer her typing after her party had disconnected.

Supervisor spoke to the CA about this issue and found that the CA had technical difficulties with her workstation and could not type to the customer for a short period of time. Supervisor apologized to the customer for this inconvenience and explained the technical issues the CA had. Customer understood.

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DOCKET NO. 03-123

Attachment A

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