

Hamilton Relay 2006 FCC Complaint Report – Traditional TRS

6/1/05 to 5/31/06

External Complaints—Miscellaneous

***Inquire Date 08/01/2005
Record ID 9848
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 08/01/2005
Resolution Date 08/01/2005***

Customer stated that her cell phone dropped the call that she had placed through the relay and needed to be reconnected to the other party.

Customer Service explained that the call would have dropped from the workstation and there would be no way to reconnect to the other party. Customer understood.

External Complaints—Miscellaneous

***Inquire Date 08/03/2005
Record ID 9852
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 08/03/2005
Resolution Date 08/03/2005***

Customer has been receiving fraudulent phone calls that were not through the relay.

Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer understood.

External Complaints—Miscellaneous

***Inquire Date 08/08/2005
Record ID 9857
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 08/08/2005
Resolution Date 08/08/2005***

Customer was unable to reach the party they were attempting to place through the relay. CA directed the customer to Customer Service.

Customer Service acquired the telephone number of the party the customer was attempting to reach. Customer Service placed a test call and discovered that the telephone number was disconnected. Customer Service contacted the customer with the discovery. Customer was satisfied.

External Complaints—Miscellaneous

***Inquire Date 08/23/2005
Record ID 10008
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 08/23/2005
Resolution Date 08/23/2005***

Customer has been receiving harassing phone calls and requested call information.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

External Complaints—Miscellaneous

Customer had difficulties dialing 711 from his cell phone.

Inquire Date 09/25/2005
Record ID 10197
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 09/25/2005
Resolution Date 09/25/2005

Lead CA gave the customer the toll free number. Lead CA requested carrier information, but the customer hung up.

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

Customer has been receiving harassing phone calls and requested that the relay calls be blocked.

Inquire Date 06/07/2005
Record ID 9568
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 06/07/2005
Resolution Date 06/07/2005

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Since 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. Once this information is obtained the Supervisor suggested that the customer contact her local law enforcement in regards to this issue. Customer was pleased.

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

Customer has been receiving harassing phone calls and requested that the calls stop. Customer did not know which Relay Provider the calls were from.

Inquire Date 06/08/2005
Record ID 9574
Call Taken By Customer Service Rep
CA Number
Responded By Jody Kent
Response Date 06/08/2005
Resolution Date 06/08/2005

Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA apologized to the customer and stated that since 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. Once this information is obtained the Supervisor suggested the customer contact law enforcement. Customer understood.

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

Customer has been receiving prank calls.

Inquire Date 06/25/2005
Record ID 9593
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 06/25/2005
Resolution Date 06/25/2005

Supervisor 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***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

***Inquire Date 07/08/2005
Record ID 9690
Call Taken By Customer Service Rep
CA Number
Responded By Barb Handrup
Response Date 07/08/2005
Resolution Date 07/08/2005***

Relay Manager explained to the customer that ADA and RCC rules for functional equivalency do not allow us to block relay calls. Relay Manager suggested that the customer contact their local telephone company or report the incident to 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***

Customer requested relay calls be blocked.

***Inquire Date 07/11/2005
Record ID 9691
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 07/11/2005
Resolution Date 07/11/2005***

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***

Customer has been receiving prank phone calls and requested that relay calls be blocked.

***Inquire Date 08/10/2005
Record ID 9917
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 08/10/2005
Resolution Date 08/10/2005***

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***

Customer had received a harassing phone call.

***Inquire Date 08/15/2005
Record ID 9923
Call Taken By Operations Mgr
CA Number
Responded By Barb Handrup
Response Date 08/15/2005
Resolution Date 08/15/2005***

Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was upset and hung up.

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

Customer has been receiving fraudulent phone calls and requested that the calls be blocked.

***Inquire Date 08/16/2005
Record ID 9964
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 08/16/2005
Resolution Date 08/16/2005***

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 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***

Customer has been receiving harassing phone calls and requested call information.

***Inquire Date 08/28/2005
Record ID 10029
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 08/28/2005
Resolution Date 08/28/2005***

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA 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***

Customer had received a prank phone call and requested call information.

***Inquire Date 08/31/2005
Record ID 10070
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 08/31/2005
Resolution Date 08/31/2005***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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***

Customer had received a harassing phone call.

***Inquire Date 09/20/2005
Record ID 10187
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 09/20/2005
Resolution Date 09/20/2005***

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA 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***

Customer has been receiving harassing phone calls but was unsure if the call was through Hamilton Relay.

***Inquire Date 09/27/2005
Record ID 10200
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 09/27/2005
Resolution Date 09/27/2005***

It is not known if this call was placed through Hamilton Relay or another Relay 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***

Customer had received a harassing phone call and requested relay calls be blocked.

***Inquire Date 10/12/2005
Record ID 10309
Call Taken By Customer Service Rep
CA Number
Responded By Jody Kent
Response Date 10/12/2005
Resolution Date 10/12/2005***

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 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***

Customer has been receiving harassing phone calls and requested relay calls be blocked.

***Inquire Date 10/21/2005
Record ID 10395
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 10/21/2005
Resolution Date 10/21/2005***

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 explained that if the customer obtains a court order, then we could release the call information to the Court.

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

Customer has been receiving harassing phone calls and requested relay calls be blocked.

***Inquire Date 10/31/2005
Record ID 10444
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/31/2005
Resolution Date 10/31/2005***

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 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 10/31/2005
Record ID 10447
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/31/2005
Resolution Date 10/31/2005***

Customer had received a prank phone call and requested call information.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 11/01/2005
Record ID 10507
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 11/01/2005
Resolution Date 11/01/2005***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

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

***Inquire Date 11/02/2005
Record ID 10508
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 11/02/2005
Resolution Date 11/02/2005***

Customer has been receiving harassing phone calls and requested the calls stop.

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

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

***Inquire Date 11/09/2005
Record ID 10510
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 11/09/2005
Resolution Date 11/09/2005***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA 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 11/13/2005
Record ID 10512
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 11/13/2005
Resolution Date 11/13/2005***

Customer had received a scam phone call.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA 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 03/06/2006
Record ID 11219
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/06/2006
Resolution Date 03/06/2006***

Customer has been receiving harassing calls and requested that relay calls be blocked.

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

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

***Inquire Date 01/07/2006
Record ID 10897
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 01/11/2006
Resolution Date 01/11/2006***

Customer stated that he has a profile for Speech to Speech but the CAs indicate they are unable to see the profile.

Lead CA apologized and stated that the CAs would be counseled. Customer Service forwarded the information to the technical department. The technical department investigated and placed test calls which showed the customer's profile. CAs were counseled. Customer Service notified the customer and the customer was satisfied. Customer has been able to place calls without incident.

***Service Complaints--Poor Vocal
Clarity/Enunciation***

***Inquire Date 05/08/2006
Record ID 11626
Call Taken By Lead CA
CA Number 5022
Responded By Michelle Mikkelsen/Tina
Collingham
Response Date 05/08/2006
Resolution Date 05/08/2006***

Customer stated that the CA had left a message on his answering machine. Customer stated that he was unable to understand the CA. Customer stated that the CA had very poor voicing skills.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

CapTel—Complaints

Inquire Date 03/10/2006

Record ID 11223

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham/Kevin

Response Date 03/10/2006

Resolution Date 03/10/2006

Customer had been having difficulties placing calls through CapTel.

Customer Service stated she would contact CapTel and have a representative contact the customer. Customer was satisfied. Customer Service notified CapTel. CapTel worked with the customer to resolve the issue.

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