

# ***Hamilton Internet Protocol (HIP) Relay Service Complaint Report***

***6/1/05 to 5/31/06***

---

***External Complaints—Miscellaneous***

***Inquire Date 06/06/2005***  
***Record ID 7284***  
***Call Taken By Supervisor***  
***CA Number***  
***Responded By Mila Simmons***  
***Response Date 06/06/2005***  
***Resolution Date 06/06/2005***

Customer has been receiving telephone calls for someone that does not live in the house. Customer wanted to know what to do.

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

---

***External Complaints—Miscellaneous***

***Inquire Date 06/20/2005***  
***Record ID 7282***  
***Call Taken By Customer Service Rep***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 06/20/2005***  
***Resolution Date 06/20/2005***

Customer stated that she has been receiving harassing phone calls and wanted to know what to do. Customer stated she had received calls through Sprint and wanted her number blocked. Customer stated she has contacted the police.

Because the customer stated that calls were coming another provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer was thankful.

---

***External Complaints—Miscellaneous***

***Inquire Date 06/21/2005***  
***Record ID 7281***  
***Call Taken By Customer Service Rep***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 06/21/2005***  
***Resolution Date 06/21/2005***

Customer has been receiving fraudulent phone calls through the relay. Customer was unsure of which Internet Relay Provider the calls had been through. Customer stated that she already had a police report filed.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay 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 the local authorities. Customer understood.

---

***External Complaints—Miscellaneous***

***Inquire Date 07/12/2005***  
***Record ID 7668***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 07/12/2005***  
***Resolution Date 07/13/2005***

Customer has been receiving harassing phone calls on their voice mail.

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

---

---

**External Complaints--Miscellaneous**

*Inquire Date 07/13/2005*  
*Record ID 7669*  
*Call Taken By Lead CA*  
*CA Number*  
*Responded By Chris Doyle*  
*Response Date 07/03/2005*  
*Resolution Date 07/03/2005*

Customer has been receiving harassing phone calls.

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

---

**External Complaints--Miscellaneous**

*Inquire Date 07/20/2005*  
*Record ID 7670*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Mila Simmons*  
*Response Date 07/20/2005*  
*Resolution Date 07/20/2005*

Customer has been receiving scam phone calls and asked what could be done.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay 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 authorities. Customer understood.

---

**External Complaints-Miscellaneous-**

*Inquire Date 08/04/2005*  
*Record ID 7675*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 08/04/2005*  
*Resolution Date 08/04/2005*

Customer has been receiving fraudulent phone calls through Sprint Relay and requested relay calls be blocked. Customer has already contacted both their telephone company and law enforcement.

Because the customer stated that calls were coming from another Internet Relay Service, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer was thankful.

---

**External Complaints—Miscellaneous**

*Inquire Date 08/10/2005*  
*Record ID 7398*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 08/10/2005*  
*Resolution Date 08/10/2005*

Customer stated the Hamilton Relay Internet buddy name is not on his list and wanted to know why the relay removed their buddy name from his list.

Customer Service explained that the relay is unable to connect to or delete a buddy name from his list. Customer Service stated it could be an issue with AOL and directed customer to AOL for further information on his buddy list. Customer was satisfied. Customer Service discovered that AOL was experiencing technical difficulties. The issue with AOL was resolved the following day.

---

**External Complaints--Miscellaneous**

*Inquire Date 08/15/2005*  
*Record ID 7671*  
*Call Taken By Lead CA*  
*CA Number*  
*Responded By Jody Kent*  
*Response Date 08/15/2005*  
*Resolution Date 08/15/2005*

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

It is not known if this call was placed through Hamilton Relay Internet or another Internet 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 the local authorities. Customer understood.

---

***External Complaints--Miscellaneous***

***Inquire Date 08/21/2005***  
***Record ID 7672***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Jody Kent***  
***Response Date 08/21/2005***  
***Resolution Date 08/21/2005***

Customer has been receiving harassing phone calls.

It is not known if this call was placed through Hamilton Relay Internet or another Internet 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 the local authorities. Customer understood.

---

***External Complaints--Miscellaneous***

***Inquire Date 08/23/2005***  
***Record ID 7673***  
***Call Taken By Operations Mgr***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 08/23/2005***  
***Resolution Date 08/23/2005***

Customer had received several harassing phone calls during the night. Customer wanted to know what could be done about the calls.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay 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 authorities. Customer understood.

---

***External Complaints--Miscellaneous***

***Inquire Date 09/29/2005***  
***Record ID 7674***  
***Call Taken By Operations Mgr***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 09/29/2005***  
***Resolution Date 09/29/2005***

Customer has been receiving prank phone calls.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay 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 authorities. Customer understood.

---

***External Complaints--Miscellaneous***

***Inquire Date 11/21/2005***  
***Record ID 7795***  
***Call Taken By Customer Service Rep***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 11/21/2005***  
***Resolution Date 11/21/2005***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked. Customer did not know which provider the call came from.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay 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 the local authorities. Customer understood.

---

***External Complaints--Miscellaneous***

***Inquire Date 01/14/2006***  
***Record ID 7956***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Michelle Mikkelsen***  
***Response Date 01/14/2006***  
***Resolution Date 01/14/2006***

Customer has been receiving harassing phone calls but is not sure which Internet Relay is placing the calls to her home.

It is not known if this call was placed through Hamilton Relay Internet or another Internet 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 the local authorities. Customer understood.

---

**External Complaints--Miscellaneous**

**Inquire Date 01/16/2006**  
**Record ID 7959**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 01/16/2006**  
**Resolution Date 01/16/2006**

Customer has been receiving harassing phone calls through IP Relay.

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

---

**External Complaints—Miscellaneous**

**Inquire Date 02/09/2006**  
**Record ID 7846**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Barb Handrup**  
**Response Date 02/22/2006**  
**Resolution Date 02/22/2006**

Customer stated that when calling through TRS relay they are unable to reach Qwest Customer Service, but when calling through IP Relay the call is connected.

Customer Service apologized and explained that the relay technical department is aware of a problem calling Qwest through TRS relay. The technical department continues to work with Qwest to resolve this issue. The relay has found a temporary way to place these calls until the problem is resolved.

---

**External Complaints—Miscellaneous**

**Inquire Date 02/09/2006**  
**Record ID 7964**  
**Call Taken By Operations Mgr**  
**CA Number**  
**Responded By Diane Taylor**  
**Response Date 02/09/2006**  
**Resolution Date 02/09/2006**

Customer requested an explanation of the relay. Customer had received a call and stated that the Sprint operator had stated in the middle of the call that the caller has placed fraudulent calls before and asked if the customer wanted to continue the call.

Because the customer stated that the calls were coming from another Internet Relay Service, Operations Manager gave the appropriate Customer Service number for the other provider to the customer. Customer was grateful.

---

**External Complaints—Miscellaneous**

**Inquire Date 03/07/2006**  
**Record ID 7993**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Cairey Tai/Tina Collingham**  
**Response Date 03/07/2006**  
**Resolution Date 03/07/2006**

Customer stated that the CA laughed at them and hung up. Customer refused to give any contact information about the call.

Customer Service apologized and forwarded the information to the technical department. The technical department investigated and discovered that the call was not placed through Hamilton Relay Internet.

---

**External Complaints—Miscellaneous**

**Inquire Date 03/24/2006**  
**Record ID 8002**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/24/2006**  
**Resolution Date 03/24/2006**

Customer stated that they are receiving the error message for US or Domestic calling but they were in Louisiana.

Customer Service directed customer to local service provider to check on IP Address as it is showing as an international IP Address. Customer was satisfied.

---

**External Complaints--Miscellaneous**

*Inquire Date 05/11/2006*  
*Record ID 8372*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 05/11/2006*  
*Resolution Date 05/11/2006*

Customer has been receiving harassing phone calls, but is unsure who is the provider of the call.

It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay 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 the local authorities. Customer understood.

---

**External Complaints—Miscellaneous**

*Inquire Date 05/23/2006*  
*Record ID 8373*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 05/23/2006*  
*Resolution Date 05/23/2006*

Customer has been receiving fraudulent phone calls through AT&T Relay.

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

---

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

*Inquire Date 03/21/2006*  
*Record ID 8204*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 03/21/2006*  
*Resolution Date 03/21/2006*

Customer uses the relay for business calls and wanted to know if she could request a CA that was not a trainee. Customer has noticed that some trainees tend to be slower typists with more errors.

Customer Service explained that a different CA can be requested. Customer Service further explained that if no CA is available, the customer may experience wait time for an available CA. Customer Service stated that all CAs are continually monitored and tested for speed and accuracy. Customer understood.

---

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

*Inquire Date 03/23/2006*  
*Record ID 8205*  
*Call Taken By Customer Service Rep*  
*CA Number 5054*  
*Responded By Tina Collingham*  
*Response Date 03/23/2006*  
*Resolution Date 03/23/2006*

Customer stated that the CA was unable to keep up with the call and misspelled several words.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 60WPM with 96% accuracy

---

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

Customer stated that the CA had several typing and spelling errors. Customer stated that the CA did not relay the conversation verbatim.

**Inquire Date 04/14/2006  
Record ID 8136  
Call Taken By Customer Service Rep  
CA Number 5159  
Responded By Andrea Grant  
Response Date 04/17/2006  
Resolution Date 04/17/2006**

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 64 WPM with 96% accuracy.

---

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

Customer stated that the CA did not keep her informed of the information that was on the recording she reached.

**Inquire Date 08/01/2005  
Record ID 7360  
Call Taken By Supervisor  
CA Number 1123  
Responded By Mila Simmons/Deborah  
Ducksworth  
Response Date 08/02/2005  
Resolution Date 08/02/2005**

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

---

**Service Complaints--CA Typing Speed**

Customer stated that several CAs had poor typing skills on her calls.

**Inquire Date 03/13/2006  
Record ID 7984  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/14/2006  
Resolution Date 03/14/2006**

Customer Service apologized and stated that all CAs are monitored and tested frequently to ensure quality calls. Customer did not have particular CA numbers, but all CAs continue to be monitored frequently.

---

**Service Complaints--CA Typing Speed**

Customer stated that CAs on several calls have had poor typing. Customer did not have the CAs numbers.

**Inquire Date 03/31/2006  
Record ID 8209  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/31/2006  
Resolution Date 03/31/2006**

Customer Service apologized and stated that all CAs are monitored frequently to ensure quality calls. Customer was satisfied.

---

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

***Inquire Date 04/14/2006  
Record ID 8062  
Call Taken By Customer Service Rep  
CA Number 5159  
Responded By Tina Collingham  
Response Date 04/17/2006  
Resolution Date 04/17/2006***

Customer stated that the CA's typing was poor with several errors.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 64 WPM and 96% accuracy.

---

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

***Inquire Date 04/20/2006  
Record ID 8030  
Call Taken By Supervisor  
CA Number 1172  
Responded By Deborah H  
Response Date 04/20/2006  
Resolution Date 04/20/2006***

Customer stated that the CA typed poorly. Customer requested a Supervisor.

Supervisor apologized and finished processing the call. CA was counseled and customer was satisfied. CA's last typing score was 71 WPM and 98% accuracy.

---

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

***Inquire Date 06/01/2005  
Record ID 7276  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 06/01/2005  
Resolution Date 06/01/2005***

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 understood.

---

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

***Inquire Date 06/02/2005  
Record ID 7277  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/02/2005  
Resolution Date 06/02/2005***

Customer has been receiving fraudulent phone 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 06/02/2005  
Record ID 7285  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/02/2005  
Resolution Date 06/02/2005**

Customer requested relay calls be blocked. Customer stated that he has a collect call block on his line, and wondered why would this harassing call be coming in collect.

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 stated that if the customer had a collect call block on the line then it would show up at the relay. Customer understood.

---

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

**Inquire Date 06/04/2005  
Record ID 7268  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 06/04/2005  
Resolution Date 06/04/2005**

Customer's daughter has been receiving harassing phone calls and requested relay calls 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 contact their local telephone company or report the incident to law enforcement. Assistant Operations Managers 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 06/10/2005  
Record ID 7278  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/10/2005  
Resolution Date 06/10/2005**

Customer has been receiving harassing or fraudulent phone 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 06/11/2005  
Record ID 7269  
Call Taken By Lead CA  
CA Number  
Responded By Erin O.  
Response Date 06/11/2005  
Resolution Date 06/11/2005**

Customer has been receiving harassing phone calls and requested relay calls be blocked. Customer requested information about filing a lawsuit against this type of activity.

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***

***Inquire Date 06/11/2005  
Record ID 7272  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 06/11/2005  
Resolution Date 06/11/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 06/13/2005  
Record ID 7267  
Call Taken By At Work Station  
CA Number 1261  
Responded By Chris B.  
Response Date 06/13/2005  
Resolution Date 06/13/2005***

Customer has been receiving prank phone calls and requested the call information. Customer also requested relay calls to be blocked. 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***

***Inquire Date 06/14/2005  
Record ID 7273  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/14/2005  
Resolution Date 06/14/2005***

Customer requested relay calls be 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 understood.

---

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

***Inquire Date 06/14/2005  
Record ID 7279  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/14/2005  
Resolution Date 06/14/2005***

Customer has been receiving harassing or fraudulent phone 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 06/15/2005  
Record ID 7270  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/15/2005  
Resolution Date 06/15/2005***

Customer has been receiving harassing phone call and requested that the calls stop. Customer requested a copy of the FCC and ADA rules.

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 Service directed the customer to the FCC website to acquire the rules for TRS Relay. Customer was still upset.

---

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

***Inquire Date 06/15/2005  
Record ID 7275  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/15/2005  
Resolution Date 06/15/2005***

Customer requested relay calls be 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 understood.

---

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

***Inquire Date 06/20/2005  
Record ID 7271  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 06/20/2005  
Resolution Date 06/20/2005***

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

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 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 06/23/2005  
Record ID 8170  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/23/2005  
Resolution Date 06/23/2005***

Customer has been receiving harassing phone calls and requested relay calls be 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 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 06/26/2005  
Record ID 7274  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 06/26/2005  
Resolution Date 06/26/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 06/26/2005  
Record ID 7280  
Call Taken By Customer Service Rep  
CA Number  
Responded By Jody Kent  
Response Date 06/26/2005  
Resolution Date 06/26/2005***

Customer had received a harassing 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 07/01/2005  
Record ID 7505  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/01/2005  
Resolution Date 07/01/2005***

Customer has received harassing phone calls and requested the calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 07/06/2005  
Record ID 7522  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/06/2005  
Resolution Date 07/06/2005***

Customer has been receiving fraudulent phone calls and requested his number be removed from the calling list. Customer stated he has been in contact with the Small Business Association and also Washington DC State Attorney in regards to this issue.

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***

***Inquire Date 07/07/2005  
Record ID 8176  
Call Taken By Lead CA  
CA Number  
Responded By Marshae C.  
Response Date 07/07/2005  
Resolution Date 07/07/2005***

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 07/08/2005  
Record ID 7621  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 07/08/2005  
Resolution Date 07/08/2005***

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 07/09/2005  
Record ID 7620  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 07/09/2005  
Resolution Date 07/09/2005***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 07/11/2005  
Record ID 7521  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/11/2005  
Resolution Date 07/11/2005***

Customer has been receiving prank phone calls. Customer requested that the calls stop.

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***

***Inquire Date 07/12/2005  
Record ID 7520  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/12/2005  
Resolution Date 07/12/2005***

Customer's daughter has been receiving harassing phone calls and requested that the calls 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 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 07/13/2005  
Record ID 7504  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 07/03/2005  
Resolution Date 07/03/2005***

Customer has been receiving fraudulent phone calls and requested calls be blocked to her cell phone.

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 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 07/14/2005  
Record ID 7523  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 07/14/2005  
Resolution Date 07/14/2005***

Customer requested relay calls be blocked. Sprint and MCI are already blocking his 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 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 07/14/2005  
Record ID 7524  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 07/14/2005  
Resolution Date 07/14/2005***

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

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***

***Inquire Date 07/14/2005  
Record ID 7622  
Call Taken By Lead CA  
CA Number  
Responded By Chantell  
Response Date 07/14/2005  
Resolution Date 07/14/2005***

Customer had received a fraudulent 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 07/19/2005  
Record ID 7623  
Call Taken By Customer Service Rep  
CA Number  
Responded By Diane Taylor  
Response Date 07/19/2005  
Resolution Date 07/09/2005***

Customer has been receiving harassing phone calls on their answering machine. Customer 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.

---

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

***Inquire Date 07/19/2005  
Record ID 7624  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/19/2005  
Resolution Date 07/19/2005***

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 07/20/2005  
Record ID 7626  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 07/20/2005  
Resolution Date 07/20/2005***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 07/21/2005  
Record ID 7625  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 07/21/2005  
Resolution Date 07/21/2005***

Customers's son has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 07/22/2005  
Record ID 7506  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/22/2005  
Resolution Date 07/22/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 07/22/2005  
Record ID 7525  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/22/2005  
Resolution Date 07/22/2005***

Customer requested that relay calls be blocked. Customer stated that Sprint, AT&T and MCI will block 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 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 07/23/2005  
Record ID 7507  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/23/2005  
Resolution Date 07/23/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 07/24/2005  
Record ID 7517  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham/Dixie  
Response Date 07/24/2005  
Resolution Date 07/24/2005***

Customer has been receiving prank phone calls. Customer requested relay calls be blocked as she has been able to do with Sprint.

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 07/26/2005  
Record ID 7627  
Call Taken By Lead CA  
CA Number  
Responded By Karen Griffen  
Response Date 07/26/2005  
Resolution Date 07/26/2005***

Customer's daughter 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 07/27/2005  
Record ID 7526  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent/ Mila Simmons  
Response Date 07/22/2005  
Resolution Date 07/22/2005***

Customer requested relay calls be blocked. Customer's local telephone company referred the customer to 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 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 07/27/2005  
Record ID 7527  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/27/2005  
Resolution Date 07/22/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 07/27/2005  
Record ID 7528  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/27/2005  
Resolution Date 07/27/2005***

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

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***

***Inquire Date 07/28/2005  
Record ID 7508  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/28/2005  
Resolution Date 07/28/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 08/03/2005  
Record ID 7628  
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 prank 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 08/04/2005  
Record ID 7529  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/05/2005  
Resolution Date 08/05/2005***

Customer has been receiving harassing phone calls. Customer could not believe that the CA would voice such things.

Lead CA explained that the CA was required to voice verbatim. 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 08/04/2005  
Record ID 7532  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/04/2005  
Resolution Date 08/04/2005***

Customer has been receiving harassing phone calls and asked that the calls stop.

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***

***Inquire Date 08/04/2005  
Record ID 7530  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/04/2005  
Resolution Date 08/04/2005***

Customer has been receiving prank phone calls and asked that the calls 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 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 08/04/2005  
Record ID 7531  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/04/2005  
Resolution Date 08/04/2005***

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 08/09/2005  
Record ID 7533  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 08/09/2005  
Resolution Date 08/09/2005***

Customer has been receiving harassing phone calls. Customer was upset and stated that if they receive any more calls, the customer will contact the FCC, law enforcement and their family attorney.

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***

***Inquire Date 08/09/2005  
Record ID 7534  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/09/2005  
Resolution Date 08/09/2005***

Customer has been receiving prank phone calls and asked that the calls stop.

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***

***Inquire Date 08/09/2005  
Record ID 7535  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/09/2005  
Resolution Date 08/09/2005***

Customer has been receiving prank phone calls and asked that the calls stop.

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***

***Inquire Date 08/13/2005  
Record ID 7536  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/13/2005  
Resolution Date 08/13/2005***

Customer's daughter had received a harassing phone call. Customer inquired about the relay.

Lead CA answered the customer's questions about the relay. 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 08/14/2005  
Record ID 7510  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 08/14/2005  
Resolution Date 08/14/2005***

Customer requested calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 08/14/2005  
Record ID 7511  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 08/14/2005  
Resolution Date 08/14/2005***

Customer requested calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 08/14/2005  
Record ID 7629  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 08/14/2005  
Resolution Date 08/14/2005***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 08/14/2005  
Record ID 7630  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 08/14/2005  
Resolution Date 08/14/2005***

Customer had received a harassing 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 08/15/2005  
Record ID 7509  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 08/15/2005  
Resolution Date 08/15/2005***

Customer requested calls be 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 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 08/16/2005  
Record ID 7631  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 08/16/2005  
Resolution Date 08/16/2005***

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 08/19/2005  
Record ID 7637  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 08/26/2005  
Resolution Date 08/26/2005***

Customer had received a fraudulent phone call.

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 08/20/2005  
Record ID 7633  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 08/20/2005  
Resolution Date 08/20/2005***

Customer had received a harassing phone call and inquired about the relay.

Lead CA explained the relay and 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 08/23/2005  
Record ID 7634  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 08/23/2005  
Resolution Date 08/23/2005***

Customer had received a harassing phone call. Customer 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.

---

---

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

***Inquire Date 08/23/2005  
Record ID 7635  
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. Customer requested relay calls be blocked.

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***

***Inquire Date 08/24/2005  
Record ID 7636  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 08/24/2005  
Resolution Date 08/24/2005***

Customer has been receiving prank phone calls. Customer inquired about the relay.

Supervisor explained the relay and suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 08/26/2005  
Record ID 7537  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 08/26/2005  
Resolution Date 08/26/2005***

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 08/27/2005  
Record ID 7639  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 08/27/2005  
Resolution Date 08/27/2005***

Customer has been receiving harassing phone calls and inquired about the relay.

Lead CA explained the relay and 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 08/28/2005  
Record ID 7638  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 08/28/2005  
Resolution Date 08/28/2006***

Customer had received a harassing 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 08/29/2005  
Record ID 7539  
Call Taken By Customer Service Rep  
CA Number  
Responded By Beth Slough  
Response Date 08/29/2005  
Resolution Date 08/29/2005***

Customer has been receiving harassing phone calls and would like 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 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 09/02/2005  
Record ID 7640  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 09/02/2005  
Resolution Date 09/02/2005***

Customer has been receiving prank phone calls. Customer inquired about the relay.

Customer Service answered questions the customer had about the relay. 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 09/02/2005  
Record ID 7642  
Call Taken By Lead CA  
CA Number  
Responded By  
Jody Kent  
Response Date 09/02/2005  
Resolution Date 09/02/2005***

Customer had received a harassing phone call 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.

---

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

***Inquire Date 09/02/2005  
Record ID 7641  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/02/2005  
Resolution Date 09/02/2005***

Customer had received a harassing phone call. Customer 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.

---

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

***Inquire Date 09/03/2005  
Record ID 7643  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/03/2005  
Resolution Date 09/03/2005***

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.

---

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

***Inquire Date 09/03/2005  
Record ID 7644  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 09/03/2005  
Resolution Date 09/03/2005***

Customer has been receiving prank 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 09/02/2005  
Record ID 7650  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 09/02/2005  
Resolution Date 09/02/2005***

Customer had received a harassing 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 09/04/2005  
Record ID 7512  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/04/2005  
Resolution Date 09/04/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 09/05/2005  
Record ID 7513  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/05/2005  
Resolution Date 09/05/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 09/05/2005  
Record ID 7514  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 09/05/2005  
Resolution Date 09/05/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Customer understood.

---

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

***Inquire Date 09/05/2005  
Record ID 7540  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/05/2005  
Resolution Date 09/05/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 09/05/2005  
Record ID 7541  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/05/2005  
Resolution Date 09/05/2005***

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

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***

***Inquire Date 09/06/2005  
Record ID 7515  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/06/2005  
Resolution Date 09/06/2005***

Customer requested relay calls be 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 their local telephone company or report the incident to law enforcement. Supervisor 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 09/07/2005  
Record ID 7647  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 09/07/2005  
Resolution Date 09/07/2005***

Customer has been receiving harassing phone calls. Customer has reported 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 09/08/2005  
Record ID 7516  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/08/2005  
Resolution Date 09/08/2005***

Customer requested relay calls be 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 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 09/08/2005  
Record ID 7648  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/08/2005  
Resolution Date 09/08/2005***

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 09/08/2005  
Record ID 7649  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 09/08/2005  
Resolution Date 09/08/2005***

Customer has been receiving harassing phone 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 09/12/2005  
Record ID 7651  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 09/12/2005  
Resolution Date 09/12/2005***

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 09/12/2005  
Record ID 7652  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 09/12/2005  
Resolution Date 09/12/2005***

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

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager 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 09/15/2005  
Record ID 7654  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/15/2005  
Resolution Date 09/15/2005***

Customer has been receiving prank 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 09/17/2005  
Record ID 7653  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/17/2005  
Resolution Date 09/07/2005***

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.

---

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

***Inquire Date 09/19/2005  
Record ID 7655  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 09/19/2005  
Resolution Date 09/19/2005***

Customer's daughter has been receiving harassing phone calls.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager 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 09/19/2005  
Record ID 7656  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/19/2005  
Resolution Date 09/19/2005***

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.

---

---

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

***Inquire Date 09/19/2005  
Record ID 7657  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/19/2005  
Resolution Date 09/19/2005***

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.

---

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

***Inquire Date 09/19/2005  
Record ID 7658  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/19/2005  
Resolution Date 09/19/2005***

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.

---

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

***Inquire Date 09/22/2005  
Record ID 7659  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/22/2005  
Resolution Date 09/22/2005***

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.

---

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

***Inquire Date 09/23/2005  
Record ID 7660  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/23/2005  
Resolution Date 09/23/2005***

Customer had received a harassing 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 09/25/2005  
Record ID 7542  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 09/25/2005  
Resolution Date 09/25/2005***

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

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***

***Inquire Date 09/25/2005  
Record ID 7661  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 09/25/2005  
Resolution Date 09/25/2005***

Customer had received a harassing 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 09/27/2005  
Record ID 7662  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/27/2005  
Resolution Date 09/27/2005***

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

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 09/28/2005  
Record ID 7663  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 09/28/2005  
Resolution Date 09/28/2005***

Customer had received a harassing 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 09/29/2005  
Record ID 7538  
Call Taken By Customer Service Rep  
CA Number  
Responded By Beth Slough  
Response Date 08/29/2005  
Resolution Date 08/29/2005***

Customer has been receiving prank phone calls and requested the calls be 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 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 10/01/2005  
Record ID 7664  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 10/01/2005  
Resolution Date 10/01/2005***

Customer has been receiving prank 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 10/01/2005  
Record ID 7665  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 10/01/2005  
Resolution Date 10/01/2005***

Customer's son has been receiving prank calls and requested the calls be blocked.

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***

***Inquire Date 10/02/2005  
Record ID 7543  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 10/02/2005  
Resolution Date 10/02/2005***

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

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***

***Inquire Date 10/03/2005  
Record ID 7544  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/03/2005  
Resolution Date 10/03/2005***

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

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***

***Inquire Date 10/04/2005  
Record ID 7545  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/04/2005  
Resolution Date 10/04/2005***

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

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***

***Inquire Date 10/06/2005  
Record ID 7645  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Colingham  
Response Date 10/06/2005  
Resolution Date 10/06/2005***

Customer requested relay calls be 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 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 10/07/2005  
Record ID 7666  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 10/07/2005  
Resolution Date 10/07/2005***

Customer had received a fraudulent phone call.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 10/07/2005  
Record ID 7667  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/07/2005  
Resolution Date 10/07/2005***

Customer has been receiving prank phone calls and would like 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 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 10/10/2005  
Record ID 7546  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/10/2005  
Resolution Date 10/10/2005***

Customer requested all calls be 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 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 10/13/2005  
Record ID 7547  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/18/2005  
Resolution Date 10/18/2005***

Customer has been receiving fraudulent phone 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 10/16/2005  
Record ID 7548  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/18/2005  
Resolution Date 10/19/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 10/17/2005  
Record ID 7549  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/17/2005  
Resolution Date 10/17/2005***

Customer has been receiving fraudulent phone calls and requested relay calls be 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 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 10/19/2005  
Record ID 7609  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/21/2005  
Resolution Date 10/21/2005***

Customer has been receiving harassing phone 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 10/19/2005  
Record ID 8175  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 10/19/2005  
Resolution Date 10/19/2005***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 10/21/2005  
Record ID 7550  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/21/2005  
Resolution Date 10/21/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 10/21/2005  
Record ID 7551  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/21/2005  
Resolution Date 10/21/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 10/21/2005  
Record ID 8173  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/21/2005  
Resolution Date 10/21/2005***

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 10/22/2005  
Record ID 7552  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/22/2005  
Resolution Date 10/22/2005***

Customer has been receiving prank 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 10/26/2005  
Record ID 7553  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/26/2005  
Resolution Date 10/26/2005***

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

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***

***Inquire Date 10/26/2005  
Record ID 7554  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/26/2005  
Resolution Date 10/26/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 10/29/2005  
Record ID 7556  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 10/29/2005  
Resolution Date 10/29/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 11/02/2005  
Record ID 7776  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 11/02/2005  
Resolution Date 11/02/2005***

Customer had received a fraudulent 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 11/03/2005  
Record ID 7739  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/03/2005  
Resolution Date 11/03/2005***

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.

---

---

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

***Inquire Date 11/09/2005  
Record ID 7754  
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 11/12/2005  
Record ID 7751  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/12/2005  
Resolution Date 11/12/2005***

Customer requested calls be blocked.

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***

***Inquire Date 11/12/2005  
Record ID 7752  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/12/2005  
Resolution Date 11/12/2005***

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

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***

***Inquire Date 1/13/2005  
Record ID 7747  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 11/13/2005  
Resolution Date 11/13/2005***

Customer has been receiving fraudulent 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 7748  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 11/13/2005  
Resolution Date 11/13/2005***

Customer has been receiving fraudulent 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 7750  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 11/13/2005  
Resolution Date 11/13/2005***

Customer has been receiving prank 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 11/15/2005  
Record ID 7737  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/15/2005  
Resolution Date 11/15/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 11/16/2005  
Record ID 7736  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/16/2005  
Resolution Date 11/16/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 11/17/2005  
Record ID 7759  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/17/2005  
Resolution Date 11/17/2005***

Customer had received a harassing 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 11/18/2005  
Record ID 7760  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/18/2005  
Resolution Date 11/18/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 11/18/2005  
Record ID 7761  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/18/2005  
Resolution Date 11/18/2005***

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

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***

***Inquire Date 11/19/2005  
Record ID 7778  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 11/19/2005  
Resolution Date 11/19/2005***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked. Customer stated that if they received any more calls, they would contact their attorney and file suit against Hamilton. Customer stated that they did not believe that the FCC would allow this to happen.

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 still upset.

---

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

***Inquire Date 11/23/2005  
Record ID 7730  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 11/23/2005  
Resolution Date 11/23/2005***

Customer has been receiving harassing phone calls 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 was satisfied.

---

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

***Inquire Date 11/23/2005  
Record ID 7732  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 11/23/2005  
Resolution Date 11/23/2005***

Customer had received a prank phone call.

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 11/24/2005  
Record ID 7693  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/24/2005  
Resolution Date 11/24/2005***

Customer requested relay calls be blocked.

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***

***Inquire Date 12/02/2005  
Record ID 7806  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 12/02/2005  
Resolution Date 12/02/2005***

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

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***

***Inquire Date 12/07/2005  
Record ID 7821  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/07/2005  
Resolution Date 12/07/2005***

Customer has been receiving harassing phone calls 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 12/07/2005  
Record ID 7822  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/07/2005  
Resolution Date 12/07/2005***

Customer has been receiving harassing phone calls. Customer requested relay calls be 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 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 12/12/2005  
Record ID 7820  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/12/2005  
Resolution Date 12/12/2005***

Customer has been receiving prank phone calls 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 12/15/2005  
Record ID 7817  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/15/2005  
Resolution Date 12/15/2005***

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

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***

***Inquire Date 12/15/2005  
Record ID 7818  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/15/2005  
Resolution Date 12/15/2005***

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

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***

***Inquire Date 12/15/2005  
Record ID 7819  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 12/15/2005  
Resolution Date 12/15/2005***

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

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***

***Inquire Date 12/16/2005  
Record ID 7812  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/16/2005  
Resolution Date 12/16/2005***

Customer has been receiving harassing phone calls. Customer requested relay calls be 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 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 12/16/2005  
Record ID 7814  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/16/2005  
Resolution Date 12/16/2005***

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

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***

***Inquire Date 12/16/2005  
Record ID 7816  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/16/2005  
Resolution Date 12/16/2005***

Customer has been receiving harassing phone calls. Customer requested relay calls be 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 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 12/18/2005  
Record ID 7815  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 12/18/2005  
Resolution Date 12/18/2005***

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

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***

***Inquire Date 12/20/2005  
Record ID 7811  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/20/2005  
Resolution Date 12/20/2005***

Customer has been receiving harassing phone calls. Customer requested relay calls be 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 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 12/20/2005  
Record ID 7813  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/20/2005  
Resolution Date 12/20/2005***

Customer has been receiving harassing phone calls 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 12/20/2005  
Record ID 7826  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 12/20/2005  
Resolution Date 12/20/2005***

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.

---

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

***Inquire Date 12/20/2005  
Record ID 7827  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/20/2005  
Resolution Date 12/20/2005***

Customer has been receiving harassing phone calls 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 12/21/2005  
Record ID 7810  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/21/2005  
Resolution Date 12/21/2005***

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

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***

***Inquire Date 12/22/2005  
Record ID 7809  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 12/22/2005  
Resolution Date 12/22/2005***

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

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***

***Inquire Date 12/23/2005  
Record ID 7825  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/23/2005  
Resolution Date 12/23/2005***

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

Customer Service explained 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 12/24/2005  
Record ID 7824  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/24/2005  
Resolution Date 12/24/2005***

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 12/26/2005  
Record ID 7807  
Call Taken By Lead CA  
CA Number  
Responded By Michelle Mikkelsen  
Response Date 12/26/2005  
Resolution Date 12/26/2005***

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

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***

***Inquire Date 12/26/2005  
Record ID 7808  
Call Taken By Customer Service Rep  
CA Number  
Responded By Danielle Phillips  
Response Date 12/26/2005  
Resolution Date 12/26/2005***

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

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.

---