



THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

JOHN R. NORRIS, CHAIRMAN  
DIANE MUNNS, BOARD MEMBER  
CURTIS W. STAMP, BOARD MEMBER

June 27, 2006

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

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington DC 20554  
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006  
CG DOCKET NO. 03-123  
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The State of Iowa, Iowa Utilities Board respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the Iowa Utilities Board to provide Telecommunications Relay Service, known in the state as Relay Iowa.

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim

044  
STABCODE

350 MAPLE STREET / DES MOINES, IOWA 50319-0069 / 515.281.5979 / Fax 515.281.5329  
[HTTP://WWW.STATE.IA.US/IUB](http://www.state.ia.us/iub)

To see what state Government is accomplishing for Iowans, go to: [www.resultsiowa.org](http://www.resultsiowa.org)

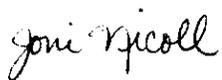
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use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

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

For the period June 2005 to May 2006, there were a total of 74 complaints that alleged a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service.

Please feel free to contact myself at 515-281-6441 (V) or Dixie Ziegler with Hamilton Relay at 800-618-4781 (V/TTY) with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script that reads "Joni Nicoll".

Joni Nicoll  
Project Manager, Relay Iowa  
Iowa Utilities Board



**RELAY IOWA**

**ANNUAL LOG SUMMARY  
OF  
CONSUMER COMPLAINTS**

**JUNE 2006**

# **Relay Iowa 2006 FCC Complaint Report**

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

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## **External Complaints—Miscellaneous**

**Inquire Date 06/13/2005**  
**Record ID 9513**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 06/15/2005**  
**Resolution Date 06/29/2005**

Customer stated that she could not reach the relay when dialing 711 from her office.

Customer Service stated that it was possible that the settings in her office's PBX needed to be set with the translation number for 711. Customer Service worked with the office telephone administrator to resolve the issue. Customer was satisfied.

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## **External Complaints—Miscellaneous**

**Inquire Date 06/23/2005**  
**Record ID 9504**  
**Call Taken By At the Workstation**  
**CA Number**  
**Responded By Mila Simmons**  
**Response Date 06/23/2005**  
**Resolution Date 06/23/2005**

Customer gave the CA the number to dial and stated that the call should be local as he was using his cell phone.

Supervisor stated that the number was not showing as a cell phone and stated that the customer should contact the cell phone company. Supervisor proceeded to process the call but the customer hung up stating that she was going to call her cell phone company. Customer did not leave contact or call information.

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## **External Complaints—Miscellaneous**

**Inquire Date 06/24/2005**  
**Record ID 9506**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 06/24/2005**  
**Resolution Date 06/24/2005**

Customer had been attempting to place a credit card call through the relay. Customer was upset that the relay did not have a local access number to dial.

Customer Service apologized and explained how a call can be placed when using a major credit card. Customer Service explained that the customer would also need to know what type of credit card is accepted by his long distance carrier. Customer Service suggested the customer may want to try a pre-paid calling card to place this call. Customer hung up.

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## **External Complaints—Miscellaneous**

**Inquire Date 06/25/2005**  
**Record ID 9512**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 06/29/2005**  
**Resolution Date 01/17/2006**

Customer was using her Sprint cell phone and was unable to place a call through the relay. Customer states that each time she dials it states that she is dialing long distance and it should be local as it is a cell phone.

Customer Service acquired additional cell phone information to forward to the technical department. The technical department investigated and was unable to discover any problems. Customer Service notified the customer and asked that they place a test call. Customer Service contacted customer again and left a message to see if customer is still experiencing this error. There has been no further contact in regards to this issue.

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**External Complaints—Miscellaneous**

**Inquire Date 06/28/2005**  
**Record ID 9510**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 06/29/2005**  
**Resolution Date 06/29/2005**

Customer has been having problems using MCI when dialing through the relay from her office.

Customer Service forwarded the information to the technical department. Customer was going to contact her carrier in regards to this issue. The technical department investigated and discovered that the calls came into the relay and the CA chose MCI, but the call was rerouted by the MCI system to a reseller, so the call was sent out on a different carrier other than MCI. Customer Service notified the customer to explain that the issue. There has been no further contact from the customer in regards to this issue.

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**External Complaints—Miscellaneous**

**Inquire Date 07/08/2005**  
**Record ID 9661**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 07/08/2005**  
**Resolution Date 07/08/2005**

Customer was dialing from a cell phone and stated her call would not go through the relay. Customer stated CA asked for a way to bill the call.

Customer Service forwarded the information to the technical department. The technical department discovered the call was not placed through Relay Iowa. Customer Service contacted the customer to explain this and directed the customer to contact her cell phone provider in regards to this issue. Customer understood and stated that they would contact the provider. Customer had given name and telephone number but no further information. Customer Service was unable to contact the provider.

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**External Complaints—Miscellaneous**

**Inquire Date 07/16/2005**  
**Record ID 9799**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 07/20/2005**  
**Resolution Date 08/01/2005**

Customer stated that the call she was attempting to place through the relay on her T-Mobile cell phone was showing as a land line. The call was unable to be placed.

Supervisor acquired the necessary information and forwarded the information to the technical department. Customer Service notified the customer and explained that the relay had been in contact with T-Mobile and had opened a trouble ticket. Customer Service implemented a profile to allow the customer to place a call until the issue was resolved. Customer Service directed the customer to contact T-Mobile. Customer was satisfied. Customer Service contacted the customer to see if the issue had been resolved and left a message. There has been no further contact from the customer in regards to this issue. At this time the issue with T-Mobile is unresolved.

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**External Complaints—Miscellaneous**

**Inquire Date 08/01/2005**  
**Record ID 9884**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 08/01/2005**  
**Resolution Date 08/01/2005**

Customer stated she had trouble placing a voice call through the relay and that the CA stated that the telephone number was disconnected and a recording was received.

Customer Service placed a test call and reached a business that does not have a TTY. Customer Service suggested that the voice customer try the call directly without the relay. Customer was satisfied.

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**External Complaints—Miscellaneous**

**Inquire Date 08/08/2005**  
**Record ID 9889**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Jody Kent**  
**Response Date 08/08/2005**  
**Resolution Date 08/08/2005**

Customer stated that she needed to place an emergency call through the relay and 711 was not working.

Lead CA gave the customer the toll free number and directed her to her cell phone provider in regards to this issue. Customer hung up without giving any further contact information or call details. Customer was grateful.

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**External Complaints—Miscellaneous**

**Inquire Date 09/22/2005**  
**Record ID 10257**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 09/27/2005**  
**Resolution Date**

Representative contacted the relay on behalf of a client of Fibercomm. Client has a deaf neighbor that has been using her telephone, dialing Hamilton's 800 number and then placing long distance calls. Client is receiving large long distance bills and would like the relay to not allow the neighbor to place long distance calls. Representative stated that Fibercomm resales under Qwest.

Customer Service explained how relay works. Customer Service requested that the customer send a copy of the client's bill and the information was forwarded to the technical department. The technical department discovered that the call was not coming into the relay with the proper blocking codes. The block was only placed at the LEC level (so only applies to direct calls). Since the blocking codes do not get passed to the network, the relay does not know that there is a block in place. The client was offered a profile with long distance restrictions for her phone number through the relay. Client refused. Customer Service contacted Fibercomm with this information.

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**External Complaints—Miscellaneous**

**Inquire Date 10/01/2005**  
**Record ID 10327**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Diane Taylor**  
**Response Date 10/03/2005**  
**Resolution Date 10/03/2005**

Customer stated that she had been unable to receive any relay calls that day and that it had happened several times that morning. A Representative from the customer's long distance carrier called the relay in regards to this same issue.

Supervisor stated that this could be telemarketing calls or someone that did not dial through the relay. The technical department investigated and found that no calls had been placed through the relay that day to the customer. Supervisor placed a test call to the customer that worked through the relay. Customer Service contacted both the customer and the carrier representative and explained the situation. Both parties were satisfied and understood.

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**External Complaints—Miscellaneous**

**Inquire Date 10/16/2005**  
**Record ID 10338**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Steve Holzogel, Jr.**  
**Response Date 10/16/2005**  
**Resolution Date 10/16/2005**

Customer was frustrated that she was unable to place a long distance call to her mother from her boyfriend's home due to a long distance carrier issue. Customer stated that she called earlier in the year to set up Long Lines as her long distance carrier and have her home phone number profiled with this information. Customer wanted to know why the profile was not set up.

Supervisor stated that Long Lines must be profiled. Supervisor directed customer to Customer Service if she had questions about her profile. Customer became upset and hung up. Customer Service contacted customer and explained the remote profile option, so her information would be accessible regardless of her location. Customer understood.

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**External Complaints—Miscellaneous**

*Inquire Date 10/30/2005*

*Record ID 10436*

*Call Taken By Customer Service Rep*

*CA Number*

*Responded By Vicki Hawthorne*

*Response Date 10/30/2005*

*Resolution Date 10/30/2005*

Customer's daughter has been receiving harassing phone calls through the relay. Customer would like these calls to stop and stated that the calls were coming through a different relay provider.

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

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**External Complaints—Miscellaneous**

*Inquire Date 10/31/2005*

*Record ID 10451*

*Call Taken By Lead CA*

*CA Number*

*Responded By Jody Kent*

*Response Date 10/31/2005*

*Resolution Date 10/31/2005*

Customer has received a fraudulent or harassing phone call through the relay and would like to know what is going on. Customer stated that the call had come from another Relay provider.

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

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**External Complaints—Miscellaneous**

*Inquire Date 12/14/2005*

*Record ID 10674*

*Call Taken By Customer Service Rep*

*CA Number*

*Responded By Tina Collingham*

*Response Date 12/14/2005*

*Resolution Date 12/14/2005*

Customer was unable to dial the relay through her telephone system at her office. Customer stated that when she dials the relay voice line, she receives a recording stating "your access to this network has been temporarily disconnected."

Customer Service explained that the recording the customer is receiving does not come through the relay. Customer Service suggested speaking with the telephone administrator for their office. Customer Service also suggested speaking to their new long distance provider in regards to this issue. Customer was satisfied.

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**External Complaints—Miscellaneous**

*Inquire Date 12/26/2005*

*Record ID 10777*

*Call Taken By Lead CA*

*CA Number*

*Responded By Michelle M./Steve*

*Response Date 12/27/2005*

*Resolution Date 12/27/2005*

Customer was trying to dial long distance through the relay using his cell phone, but the call would not go through.

Lead CA discovered that the cell phone was not identifying correctly to the relay. Lead CA directed the customer to contact their cell phone company in regards to this issue. Customer understood. Relay has been in contact with the cell phone carrier, Sprint, several times in regards to this issue.

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**External Complaints—Miscellaneous**

*Inquire Date 02/10/2006*

*Record ID 10991*

*Call Taken By Supervisor*

*CA Number*

*Responded By Tina Collingham*

*Response Date 02/13/2006*

*Resolution Date 02/14/2006*

Customer was having difficulties placing a call through the relay using their cell phone provider, Net 10. CA stated that the call was showing long distance through Sprint.

Supervisor assisted the customer with placing the call and forwarded the provider information to Customer Service. Customer Service contacted Net 10. Net 10 worked with the customer to reset their cell phone to allow relay calls to work properly. Customer was satisfied.

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**External Complaints—Miscellaneous**

*Inquire Date 04/13/2006*  
*Record ID 11457*  
*Call Taken By Operations Mgr*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 04/14/2006*  
*Resolution Date 04/18/2006*

Customer was having difficulties reaching the relay when dialing 7-1-1 for a couple of days, but was able to reach the relay using the toll free number. Customer stated that their local carrier was Cox Communications.

Assistant Operations Manager apologized and acquired information for the technical department. The technical department contacted Cox Communications. They were aware of a 7-1-1 problem. Cox Communication was able to resolve this issue that same day. Customer Service notified the customer. Customer was satisfied.

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**Service Complaints--CA Typing**

*Inquire Date 08/08/2005*  
*Record ID 9934*  
*Call Taken By Operations Mgr*  
*CA Number 6991 & 6444*  
*Responded By Barb Handrup*  
*Response Date 08/11/2005*  
*Resolution Date 08/11/2005*

Customer was upset as a result of errors during recent relay calls. Customer sent copies of conversations that had been garbled.

Relay Manager apologized and stated that the CAs would be counseled and monitored for their typing speeds and accuracy. Customer was satisfied. CAs were counseled in regards to this issue. The last typing scores for the CAs involved were 65 WPM with 97% accuracy and 69 WPM with 95% accuracy. Both CAs were monitored more frequently to ensure quality. Relay Manager contacted the customer, who stated that calls through the relay had improved.

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**Service Complaints--CA Typing**

*Inquire Date 08/16/2005*  
*Record ID 9943*  
*Call Taken By Customer Service Rep*  
*CA Number 6664*  
*Responded By Barb Handrup*  
*Response Date 08/16/2005*  
*Resolution Date 08/19/2005*

Customer placed a call to retrieve his voice mail. Customer felt that the CA had a large number of errors and some information was incorrect. Customer contacted the relay for the same issue on 8/24/05.

Relay Manager e-mailed the customer to apologize for this issue and stated that the CA would be counseled and monitored for their typing speed and accuracy. CA was counseled in regards to this issue. The latest typing test for the CA was 60 WPM with 95% accuracy. CA has been monitored more frequently to ensure quality calls. Relay Manager contacted the customer, who stated relay calls had improved.

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

*Inquire Date 06/08/2005*  
*Record ID 9444*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 06/08/2005*  
*Resolution Date 06/08/2005*

Customer has been receiving fraudulent phone calls through the relay.

Customer Service thanked the customer for calling to alert relay of this issue. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

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

*Inquire Date 07/05/2005  
Record ID 9654  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/05/2005  
Resolution Date 07/05/2005*

Customer has been receiving harassing phone calls through Relay Iowa.

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

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

*Inquire Date 07/31/2005  
Record ID 9783  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 07/31/2005  
Resolution Date 07/31/2005*

Customer has been receiving fraudulent calls and would like the calls blocked. Customer also wanted to know if he could refuse to take these calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor stated that the customer is free to refuse any call at any time. Customer understood.

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

*Inquire Date 08/01/2005  
Record ID 9933  
Call Taken By Program Mgr  
CA Number  
Responded By Christa Cervantes  
Response Date 08/01/2005  
Resolution Date 08/01/2005*

Customer has been receiving fraudulent phone calls through the relay.

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

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

*Inquire Date 08/08/2005  
Record ID 9890  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 08/08/2005  
Resolution Date 08/08/2005*

Customer has received fraudulent phone calls.

Assistant Operations Manager thanked the customer for making the relay aware of this issue and 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.

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

**Inquire Date 08/11/2005  
Record ID 9938  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor/Mila Simmons  
Response Date 08/12/2005  
Resolution Date 08/12/2005**

Customer has been receiving fraudulent phone calls. The police station has received false calls placed through the relay reporting serious criminal incidents. Customer wants information on how to reduce the number of these calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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

**Inquire Date 08/12/2005  
Record ID 9940  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 08/12/2005  
Resolution Date 08/12/2005**

Customer has been receiving fraudulent phone calls through the relay. Customer wanted to know what could be done to stop the calls. Customer has already spoken to the police.

Assistant Operations Manager thanked the customer for calling to alert the relay of this issue. It is not known if this call was placed through Relay Iowa or another Relay provider. Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It was also suggested that the customer contact their local telephone company. If the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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

**Inquire Date 09/12/2005  
Record ID 10235  
Call Taken By Supervisor  
CA Number  
Responded By Diane Taylor  
Response Date 09/13/2005  
Resolution Date 09/13/2005**

Officer was investigating prank phone calls that had been placed through the relay.

Supervisor explained that if a court order is obtained, then we could release the call information to the Court. Officer understood.

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

**Inquire Date 09/22/2005  
Record ID 10245  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 09/22/2005  
Resolution Date 09/22/2005**

Customer has been receiving prank calls from Relay Iowa CAs and wants these calls to stop.

Customer Service explained that due to FCC and ADA rules for functional equivalency the relay is not allowed to block relay calls. Customer Service suggested the customer contact their local phone company or report this activity to law enforcement. Customer understood.

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

**Inquire Date 10/18/2005  
Record ID 10355  
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 scam calls through Relay Iowa. Customer wanted the relay to be aware of this issue.

Customer Service thanked the customer for calling to alert the Relay to this issue. Customer Service directed the customer to contact local law enforcement, as that is our recommendation under these circumstances. Customer was grateful for this information.

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

**Inquire Date 11/21/2005  
Record ID 10580  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 11/21/2005  
Resolution Date 11/21/2005**

Customer has been receiving harassing phone calls directed at his daughter.

Lead CA thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay 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.

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

**Inquire Date 12/02/2005  
Record ID 10806  
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 through Relay Iowa on her cell phone and would like these calls blocked.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their telephone provider 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.

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

**Inquire Date 12/16/2005  
Record ID 10679  
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 fraudulent calls, but is unsure which relay service the calls are being placed by.

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

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

Customer has been receiving fraudulent calls through the relay and would like the call information.

**Inquire Date 01/30/2006  
Record ID 10969  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/30/2006  
Resolution Date 01/30/2006**

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.

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

A telephone company contacted the Iowa Utilities Board to report possible fraudulent phone calls that are reaching their office through the relay. Customer wanted the Iowa Utilities Board and the relay to be aware of this issue.

**Inquire Date 02/23/2006  
Record ID 11096  
Call Taken By Operations Mgr  
CA Number  
Responded By Steve Holzengel Jr.  
Response Date 02/24/2006  
Resolution Date 02/24/2006**

Iowa Utilities Board Project Manager for Equipment Distribution Program explained to the customer that the relay is aware of this issue and directed the customer to contact Relay Iowa in regards to this issue. Supervisor explained that the relay is aware of this issue and suggested that the customer contact law enforcement. Customer understood.

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

Customer has been receiving fraudulent calls through the relay.

**Inquire Date 03/17/2006  
Record ID 11303  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/17/2006  
Resolution Date 03/17/2006**

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.

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

Customer has been receiving fraudulent telephone calls through the relay. Customer would like his number blocked from relay.

**Inquire Date 04/18/2006  
Record ID 11496  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 04/18/2006  
Resolution Date 04/18/2006**

Supervisor explained 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 customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

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

***Inquire Date 04/18/2006  
Record ID 11498  
Call Taken By Lead CA  
CA Number  
Responded By Diane Taylor  
Response Date 04/18/2006  
Resolution Date 04/18/2006***

Customer's client has been receiving harassing telephone calls through the relay. 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 client was able to obtain a court order, then call information could be released to the Court. Customer understood.

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

***Inquire Date 06/02/2005  
Record ID 9433  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/02/2005  
Resolution Date 06/02/2005***

Customer did not want to pay for a directory assistance call. Customer stated that she was trying to dial the police and the CA refused to dial the number without having 10 digits.

Customer Service explained that there is a charge to call directory assistance. Customer Service stated the CA should have called the police number for the customer. Customer Service explained to the customer to try the call again and ask for a Supervisor, if she is still unable to connect to please contact Customer Service. The customer was satisfied and retried the call. There has been no further contact from the customer in regards to this issue. Customer did not have the CA number, so all CAs were counseled and retrained on how to handle a request to dial the police.

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

***Inquire Date 09/18/2005  
Record ID 10241  
Call Taken By Customer Service Rep  
CA Number  
Responded By Vicki Hawthorne  
Response Date 09/18/2005  
Resolution Date 09/18/2005***

Customer has been experiencing difficulties when receiving calls. Customer stated that people are unable to hear her when her VCO is on.

Lead CA attempted to place test calls to the customer and incurred the same issue. Lead CA forwarded this information to the technical department. The technical department discovered that it was CA error. All CAs were counseled in regards to this issue. Customer Service contacted the customer to apologize for this inconvenience and stated that the CAs had been counseled. Customer was thankful.

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

***Inquire Date 12/21/2005  
Record ID 10686  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/21/2005  
Resolution Date 12/29/2005***

Customer had questions about the profile set up for her father. Customer stated that when she placed a call to her father, the CA did not connect correctly.

Customer Service explained how the profile works and how to contact her father through the relay. Customer was satisfied. Customer Service forwarded the information to the technical department and discovered that the CA did not follow the proper procedure for connecting to a profiled VCO user. CA has been counseled in regards to this issue. Customer Service attempted to contact customer in regards to this issue and was able to leave a message.

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

***Inquire Date 01/12/2006  
Record ID 10949  
Call Taken By Operations Mgr  
CA Number 6461  
Responded By Diane Taylor  
Response Date 01/18/2006  
Resolution Date 01/18/2006***

Customer has been frustrated with receiving slashes and XXX's on her display. Customer believes that the CAs are playing games and states that she has had this problem for the last eight years, even before Hamilton.

Customer Service apologized and explained possible reasons for the garble. Customer Service forwarded the information to the technical department. The technical department discovered that the CA did not follow the proper VCO procedure and the CA was counseled. Customer Service also contacted the manufacturer of the customer's telephone and assisted the customer with the issue of garbling. (refer to 10954).

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***Service Complaints--Ringing/No Answer***

***Inquire Date 08/18/2005  
Record ID 9983  
Call Taken By Program Mgr  
CA Number  
Responded By Barb Handrup/Christa Cervantes  
Response Date 08/18/2005  
Resolution Date 08/18/2005***

Customer stated that the relay took too long to answer.

Outreach Specialist apologized for the customer's inconvenience and explained that at times when call volume is high, there may be a short delay. Customer was not satisfied and was told that the Relay Manager would return his/her call. Relay Manager contacted the customer and left a message apologizing for the slow response times. Hamilton answered 87% in 10 seconds on this day.

---

***Service Complaints--Ringing/No Answer***

***Inquire Date 09/22/2005  
Record ID 10243  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 09/22/2005  
Resolution Date 09/22/2005***

Customer had difficulties reaching a CA when dialing 711. Customer had tried several times.

Supervisor apologized and informed the customer that relay had been very busy at that time and to please try their call again. Customer understood. Hamilton answered 95% in 10 seconds on this day.

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

***Inquire Date 07/23/2005  
Record ID 9794  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
Response Date 07/28/2005  
Resolution Date 08/11/2005***

Customer requested to set up a profile and inquired if the CAs were trustworthy. Customer was frustrated with the amount of time it takes to connect to the relay.

Supervisor stated that the CAs were trustworthy and all information is kept confidential. Supervisor apologized for the delays the customer was experiencing and stated a profile should improve connect time. Customer Service contacted the customer to collect the necessary profile information, but there was no answer. Customer Service left a message for the customer. There has been no return call from the customer in regards to this issue.

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

Customer stated that they were unable to reach the relay because the line was busy.

*Inquire Date 02/18/2006  
Record ID 11065  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 02/18/2006  
Resolution Date 02/18/2006*

Lead CA stated that at that time, the relay was very busy and asked the customer to please try placing the call again. Customer understood and was able to place their call without further incidence. Relay Iowa answered 83% in 10 seconds that day.

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**Service Complaints—Miscellaneous**

Customer stated that she was more satisfied with Sprint Relay. Customer stated that she doesn't even use Relay Iowa to call her daughter in another state. Instead she uses that state's relay, which is Sprint.

*Inquire Date 07/25/2005  
Record ID 9793  
Call Taken By Program Mgr  
CA Number  
Responded By Sam Costner  
Response Date 07/25/2005  
Resolution Date 07/25/2005*

Relay Iowa Project Manager e-mailed the customer to better understand the complaint. There has been no further contact from the customer in regards to this issue.

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**Service Complaints—Miscellaneous**

Customer stated that an addition needed to be made to the next council meeting. There needed to be a discussion about poor relay service. Customer stated that he has contacted the relay twice and only once did the relay return his call.

*Inquire Date 07/26/2005  
Record ID 9797  
Call Taken By Operations Mgr  
CA Number  
Responded By Sam Costner/Tina Collingham  
Response Date 07/28/2005  
Resolution Date 07/28/2005*

Relay Manager spoke to the customer and explained that the issues he had about had been resolved. Customer was satisfied.

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**Service Complaints—Miscellaneous**

Customer stated that when she receives a relay call, she answers, gives her name, waits and then types GA, GA, GA and then the relay asks her to repeat her greeting. Customer wondered why she has to repeat the greeting after already typing it.

*Inquire Date 10/24/2005  
Record ID 10334  
Call Taken By Program Mgr  
CA Number  
Responded By Sam Costner  
Response Date 10/24/2005  
Resolution Date*

Relay Iowa Outreach Project Manager attempted to contact the customer for call information and to clarify what the customer is seeing. There has been no further contact from the customer at this time.

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**Service Complaints—Miscellaneous**

**Inquire Date 11/03/2005**

**Record ID 10537**

**Call Taken By Operations Mgr**

**CA Number 6664**

**Responded By Diane Taylor/Tina Collingham**

**Response Date 11/03/2005**

**Resolution Date 11/17/2005**

Customer stated her long distance calls had been dialed incorrectly. Customer did not feel she should have to pay for calls when the CA dialed the area code incorrectly. Customer stated she reached a business and there were lots of numbers in the typing. The CA did not respond to the customer and the customer hung up.

Assistant Operations Manager gave the customer the address to mail a copy of her bill for reimbursement and explained that the numbers that the customer was receiving from the CA was possibly "AAA111" to clear possible garbling. Assistant Operations Manager asked the customer if she continues to have any problems, please write down the CA number and then contact Customer Service. Assistant Operations Manager counseled all CAs on VCO connections and proper procedures. Customer Service contacted the customer, who stated that relay calls were going better and that she has had some good CAs the last few times she has used the relay. Customer was appreciative and thanked the relay for checking on the situation.

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**Service Complaints—Miscellaneous**

**Inquire Date 01/21/2006**

**Record ID 10963**

**Call Taken By Lead CA**

**CA Number**

**Responded By Jody Kent**

**Response Date 01/21/2006**

**Resolution Date 01/21/2006**

Customer has experienced difficulties placing long distance calls through the relay.

Lead CA suggested setting up a profile with their long distance information. Customer was unsure of their long distance carrier and would call back to the relay to set up a profile. There has been no further contact from customer in regards to this issue.

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**Service Complaints—Miscellaneous**

**Inquire Date 01/26/2006**

**Record ID 10874**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 01/26/2006**

**Resolution Date**

Customer was unable to place a call through the relay because the CA stated a fax machine was reached and that the called party did not attempt to connect to the TTY.

Customer Service explained how to place a call through the relay and gave the appropriate telephone number. Customer did not give call information. Customer understood and was going to place a test call. No further information has been received from the customer.

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

**Inquire Date 01/16/2006**

**Record ID 10954**

**Call Taken By Operations Mgr**

**CA Number 6239**

**Responded By Diane Taylor/Tina Collingham**

**Response Date 01/18/2006**

**Resolution Date 01/18/2006**

Customer was frustrated with receiving garble and the customer stated that a CA hung up while connected to a business.

Customer Service worked with the customer and Ultratec to resolve the garble issue. Customer Service discovered that the garble is called "turbo garble" that can be generated by a device if the software needs to be redefined. Customer Service explained and directed the customer to Ultratec. Customer stated equipment is over eight years old and had never been redefined. CA was counseled and customer was satisfied.

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**Technical Complaints--Carrier Choice not Available/Other Equal Access**

**Inquire Date 07/07/2005**  
**Record ID 9785**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 07/08/2005**  
**Resolution Date**

Customer has been unable to dial long distance through the relay. Customer stated that he has four different numbers that could appear at the relay and none of them seem to work. Customer stated that his long distance carrier is Iowa Western Network.

Customer Service forwarded the information to the technical department. The technical department discovered it was a carrier issue. Customer Service contacted the customer to explain why the calls were going out on Sprint and that his provider is not a participating provider with the relay. Customer directed the customer to contact their carrier in regards to this issue and informed the customer that the relay would also be contacting his carrier. Customer understood. Customer Service contacted the carrier and at this time Iowa Western Network is not a participating carrier through the relay. Iowa Western Network is a reseller with ICN. ICN, has been contacted by the relay, but is not a participating carrier through the relay.

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**Technical Complaints--Carrier Choice not Available/Other Equal Access**

**Inquire Date 07/08/2005**  
**Record ID 9784**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 07/08/2005**  
**Resolution Date**

Customer called in to set up a VCO profile with the long distance carrier of Northwest Telephone Co-op Association.

Customer Service added VCO to the profile. Customer Service further explained that the carrier was not a participating provider through the relay and directed the customer to contact the provider. Customer understood. Customer Service contacted the carrier and at this time Northwest Telephone Co-op Association is not a participating carrier through the relay. Northwest Telephone Co-op Association is a reseller with INS. INS, has been contacted by the relay, but is not a participating carrier through the relay.

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**Technical Complaints--Carrier Choice not Available/Other Equal Access**

**Inquire Date 08/30/2005**  
**Record ID 10064**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Tina Collingham/Joanne Lambert**  
**Response Date 08/31/2005**  
**Resolution Date**

Customer stated that her long distance carrier is not available through the relay and she would like to set up a profile for Working Assets.

Customer Service contacted the carrier about becoming a participating carrier through the relay. At this time, Working Assets has not chosen to become a carrier through the relay. The customer has declined to use a different carrier at this time.

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**Technical Complaints--Carrier Choice not Available/Other Equal Access**

**Inquire Date 01/20/2006**  
**Record ID 10873**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham/Joanne Lambert**  
**Response Date 01/26/2006**  
**Resolution Date**

Customer inquired if AIT was a participating long distance provider through the relay.

Customer Service informed the customer that AIT is not a participating carrier through the relay. Customer Service acquired contact information for the carrier and forwarded the information to the technical department. The technical department has contacted AIT and sent a LOA. At this time, AIT is not a participating carrier through the relay. Customer was satisfied.

---

**Technical Complaints--Carrier Choice not Available/Other Equal Access**

Customer inquired as to why their calls are billed through Sprint when their long distance carrier is WTCA.

**Inquire Date 01/20/2006**  
**Record ID 10960**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 01/20/2006**  
**Resolution Date**

Customer Service explained WTCA is not a participating carrier through the relay and calls are billed to the default carrier. Customer understood. WTCA has been contacted by the technical department. WTCA is now a participating carrier through the relay. Customer was contacted.

---

**Technical Complaints--Carrier Choice not Available/Other Equal Access**

Walnut Communications representative contacted the relay to become a participating carrier through the relay.

**Inquire Date 02/03/2006**  
**Record ID 10982**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Michelle Mikkelsen/Tina Collingham**  
**Response Date 02/03/2006**  
**Resolution Date**

Customer Service obtained the necessary contact information and forwarded the information to the technical department. The technical department has worked with Walnut Communications in becoming a participating carrier through the relay. At this time, Walnut Communications has chosen not to be a participating carrier through the relay.

---

**Technical Complaints--Carrier Choice not Available/Other Equal Access**

Customer requested US West long distance as their carrier of choice.

**Inquire Date 02/22/2006**  
**Record ID 11121**  
**Call Taken By At the Workstation**  
**CA Number**  
**Responded By DD/Tina Collingham**  
**Response Date 03/08/2006**  
**Resolution Date 03/15/2006**

Supervisor explained that US West was not a participating carrier through the relay and offered to set up a profile. Customer hung up. Customer Service verified that US West changed their name to Qwest and that the customer was listed as a Qwest customer. Customer Service implemented the profile in the system and a copy was mailed to the customer.

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**Technical Complaints--Carrier Choice not Available/Other Equal Access**

Customer wanted to know if they could use their ICN calling card through the relay. The card did not have an 800 access number.

**Inquire Date 04/26/2006**  
**Record ID 11539**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 04/26/2006**  
**Resolution Date**

Customer Service explained that ICN was not a participating provider with the relay and explained that the relay would contact ICN. Relay Iowa has continued to contact ICN, but they are not a participating carrier at this time. Customer understood.

---

**Technical Complaints--Line Disconnected**

*Inquire Date 08/18/2005*  
*Record ID 9978*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Barb Handrup*  
*Response Date 08/19/2005*  
*Resolution Date 08/19/2005*

Customer stated that the CA had disconnected, but he was still connected and waited for 18 minutes for the CA to respond before realizing the connection was not there. Customer stated that this is something that has been happening more and more and he has heard a lot of customers complain about this issue since the first of the year.

The technical department investigated the call in question and discovered that the originator hung up on the relay. Relay Manager informed the customer that the relay would be doing some internal testing of the system to make sure that it was working correctly and apologized to the customer. Customer understood. The technical department investigated to determine if this is an issue with the call originator or with Hamilton's system. The technical department discovered that the customer's telephone line was timing out and disconnecting from the relay. Relay Manager e-mailed customer in regards to this issue and explained what the technical department discovered.

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

*Inquire Date 06/24/2005*  
*Record ID 9528*  
*Call Taken By Customer Service Rep*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 06/24/2005*  
*Resolution Date 07/18/2005*

Customer gave a number to dial, but the CA stated the number was invalid. Customer stated that when the number is dialed directly, the call goes through fine.

Customer Service updated the customer's profile, which resolved the issue. Customer was satisfied.

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**Technical Complaints—Miscellaneous**

*Inquire Date 06/11/2005*  
*Record ID 9516*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Tina Collingham*  
*Response Date 06/14/2005*  
*Resolution Date 07/15/2005*

Customer was attempting to place a call in a calling area where the number should be local, but it was showing as long distance through the relay.

Supervisor stated that the information would be forwarded to the technical department. The technical department discovered that the calling area was programmed incorrectly in the system and the issue was resolved. Customer was notified that the issue was resolved and was satisfied.

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**Technical Complaints—Miscellaneous**

*Inquire Date 07/11/2005*  
*Record ID 9663*  
*Call Taken By Operations Mgr*  
*CA Number*  
*Responded By Barb Handrup*  
*Response Date 07/12/2005*  
*Resolution Date 07/12/2005*

Customer stated that when trying to place a local call through the relay from Council Bluffs to Omaha, the call shows as a long distance call. Customer wanted to know why this was happening, as he has been able to place the same call in the past.

Relay Manager forwarded the information to the technical department. The technical department discovered that the call had occurred before the relay had corrected this issue. Customer Service contacted the customer and asked them to place a test call through the relay. The test call went through without incident. Customer was satisfied.

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**Technical Complaints—Miscellaneous**

**Inquire Date 01/21/2006**  
**Record ID 10962**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 01/23/2006**  
**Resolution Date 01/23/2006**

Customer has been unable to dial long distance through the relay because her profile does not appear according to the CAs.

Call information was forwarded to the technical department. The technical department discovered that the customer was calling to the relay from a different number. This was the reason the profile did not appear. Customer Service contacted the customer and explained that a different number was profiled. Customer placed a test call using the profiled number. Call was placed successfully and the customer was satisfied.

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**Technical Complaints—Miscellaneous**

**Inquire Date 01/31/2006**  
**Record ID 10934**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 01/31/2006**  
**Resolution Date**

Customer stated that occasionally she has been unable to reach a client through the relay. Customer had spoken with her office telephone administrator who stated that nothing was wrong with the office telephone line. Customer called the relay at a later date and stated that she was no longer experiencing problems dialing the number.

Customer Service acquired call information and forwarded the information to the technical department. The technical department was unable to locate any calls through the relay from the information given. Customer understood. Customer Service returned a call to the customer and left a message in regards to the information that the technicians had found.

---

**Technical Complaints—Miscellaneous**

**Inquire Date 01/31/2006**  
**Record ID 10935**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Brenda W.**  
**Response Date 01/31/2006**  
**Resolution Date**

Customer stated that he was having difficulties reaching Relay Iowa while traveling in Minnesota. Customer stated that he will contact Customer Service when he returns to Iowa. Customer called again in regards to this same issue.

Supervisor stated that this information would be forwarded Customer Service. Customer was satisfied. Customer Service returned a call to the customer to acquire more information about the calls and the trouble he had been experiencing. Customer Service left a message for customer and there has been no further contact.

---

**Technical Complaints—Miscellaneous**

**Inquire Date 03/24/2006**  
**Record ID 11360**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/24/2006**  
**Resolution Date**

Customer was upset because he could not place a call to a Qwest toll free number through relay.

Customer Service apologized and gave the customer another number to reach Qwest. Customer Service asked that the customer request a Supervisor if there were any difficulties placing the call. Customer was satisfied. The technical department is aware of an issue with Qwest toll free numbers being unable to be dialed through the relay and continues to work with Qwest.

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**Technical Complaints--711 Problems**

**Inquire Date 11/11/2005**  
**Record ID 10573**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 11/23/2005**  
**Resolution Date 11/23/2005**

Customer stated that her friend has been unable to reach her through the relay when dialing 7-1-1. Her friend has tried dialing 7-1-1 from both her home phone and her cell phone and does not reach the relay. Customer also had questions about VCO and how to answer a call through the relay.

Customer Service acquired the necessary information from the customer for the technical department. The technical department discovered that the calls made from the cell phone were not coming through but the call that was placed from the landline phone did reach the relay, but no number was given by the customer to dial. Customer Service suggested contacting the cell phone provider in regards to the issue, as the friend did not know the provider's information. Customer Service answered all the customers questions in regards to the Relay and VCO. The customer's profile was updated. Customer was grateful.

---

**Technical Complaints--711 Problems**

**Inquire Date 03/24/2006**  
**Record ID 11339**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/25/2006**  
**Resolution Date 06/08/2006**

Customer was having difficulties placing relay calls when dialing 7-1-1 in the Des Moines area. Customer has been unable to reach relay by 7-1-1, but can reach relay by using the toll free number.

Lead CA told the customer that Customer Service would contact her in regards to this issue. Customer Service contacted customer for more call information. Customer Service forwarded the information to the technical department. The technical department has been unable to get a response from the carrier to reset the translation number. Customer has been contacted and is still unable to dial 7-1-1. The technical department has continued to work with Cox Communications and the issue is now resolved. Once the issue was resolved Customer Service attempted to contact the customer, but there has been no response.

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**Technical Complaints--711 Problems**

**Inquire Date 04/24/2006**  
**Record ID 11527**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 04/25/2006**  
**Resolution Date**

Customer stated that when her daughter dials 7-1-1 on her cell phone, the call does not go through. Customer gave return call information for the daughter only.

Customer Service attempted to reach the daughter for more information and has been unable to reach her.

---

**Technical Complaints--711 Problems**

**Inquire Date 05/09/2006**  
**Record ID 11689**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 05/09/2006**  
**Resolution Date 06/08/2006**

Customer and her mother have had difficulties reaching the relay when dialing 711. Customer stated they can reach the relay when dialing the toll free number. Customer Service acquired provider information and forwarded the information to the technical department. The technical department contacted Cox Communications and has left several messages for their technicians. The technical department has continued to work with Cox Communications and the issue is now resolved.

---

**Technical Complaints--711 Problems**

**Inquire Date 05/11/2006**

**Record ID 11690**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 05/11/2006**

**Resolution Date 06/08/2006**

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Customer was unable to reach the relay dialing 711. Customer stated they could still place calls using the toll free number.

Customer Service aquired provider information and forwarded the information to the technical department. The technical department contacted Cox Communications and has left several messages for their technicians. The technical department has continued to work with Cox Communications and the issue is now resolved.



THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

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JOHN R. NORRIS, CHAIRMAN  
DIANE MUNNS, BOARD MEMBER  
CURTIS W. STAMP, BOARD MEMBER

**Relay Iowa  
Consumer Complaints  
Contact Information  
June 2006**

Iowa Utilities Board  
Consumer Services  
350 Maple Street  
Des Moines, IA 50319  
1-877-565-4451 (V)

Joni Nicoll, Project Manager  
Iowa Utilities Board  
350 Maple Street  
Des Moines, IA 50319  
515-281-6441 (Voice)  
TTY users, dial 711 to call through Relay Iowa  
FAX: 515-281-5329  
Internet e-mail: [joni.nicoll@iub.state.ia.us](mailto:joni.nicoll@iub.state.ia.us)

DOCKET NO. 03-123

Attachment A

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