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***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.

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***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.

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***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.

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***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.

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***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.

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***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.

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***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.

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***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.

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**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.

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**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.

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**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.

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**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.

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***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.

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***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.

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***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.

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***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.

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***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.

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***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.

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***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.

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***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.

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

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

***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 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 had received a prank phone 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 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***

Customer requested relay calls be blocked.

***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***

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.

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

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

***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***

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.

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

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

**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 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**

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

**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 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.

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

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

**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 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**

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

**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**

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.

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

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

***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***

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.

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

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

***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***

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.

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

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

***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 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.

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

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

***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***

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.

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

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

***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 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.

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

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

***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***

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.

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

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

***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 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.

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

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

***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 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***

*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.

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***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.

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***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.

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***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.

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**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.

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**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.

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**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.

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**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.

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

***Inquire Date 12/28/2005  
Record ID 7823  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/28/2005  
Resolution Date 12/28/2005***

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.

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

***Inquire Date 12/29/2005  
Record ID 7828  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 12/29/2005  
Resolution Date 12/29/2005***

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.

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

***Inquire Date 12/30/2005  
Record ID 7829  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 12/30/2005  
Resolution Date 12/30/2005***

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.

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

***Inquire Date 01/01/2006  
Record ID 7905  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 01/01/2006  
Resolution Date 01/01/2006***

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.

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***Service Complaints--***

***Fraudulent/Harassment Call***

***Inquire Date 01/02/2006***  
***Record ID 7906***  
***Call Taken By Supervisor***  
***CA Number***  
***Responded By Brenda Malsbury***  
***Response Date 01/02/2006***  
***Resolution Date 01/02/2006***

Customer has been receiving harassing phone calls. 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.

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***Service Complaints--***

***Fraudulent/Harassment Call***

***Inquire Date 01/02/2006***  
***Record ID 7907***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Danielle Phillips***  
***Response Date 01/02/2006***  
***Resolution Date 01/02/2006***

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.

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***Service Complaints--***

***Fraudulent/Harassment Call***

***Inquire Date 01/02/2006***  
***Record ID 7908***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Danielle Phillips***  
***Response Date 01/02/2006***  
***Resolution Date 01/02/2006***

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.

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***Service Complaints--***

***Fraudulent/Harassment Call***

***Inquire Date 01/02/2006***  
***Record ID 7933***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Danielle Phillips***  
***Response Date 01/02/2006***  
***Resolution Date 01/02/2006***

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.

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

**Inquire Date 01/03/2006  
Record ID 7911  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/03/2006  
Resolution Date 01/03/2006**

Customer has been receiving harassing phone calls. 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.

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

**Inquire Date 01/03/2006  
Record ID 7914  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/03/2006  
Resolution Date 01/03/2006**

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.

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

**Inquire Date 01/03/2006  
Record ID 7916  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/03/2006  
Resolution Date 01/03/2006**

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.

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

**Inquire Date 01/05/2006  
Record ID 7910  
Call Taken By Customer Service Rep  
CA Number  
Responded By Danielle Phillips  
Response Date 01/05/2006  
Resolution Date 01/05/2006**

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.

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

***Inquire Date 01/06/2006  
Record ID 7912  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/06/2006  
Resolution Date 01/06/2006***

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.

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

***Inquire Date 01/06/2006  
Record ID 7913  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/06/2006  
Resolution Date 01/06/2006***

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.

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

***Inquire Date 01/06/2006  
Record ID 7918  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/06/2006  
Resolution Date 01/06/2006***

Customer has been receiving harassing phone calls. 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.

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

***Inquire Date 01/07/2006  
Record ID 7919  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/07/2006  
Resolution Date 01/07/2006***

Customer has been receiving harassing phone calls. 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.

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

*Inquire Date 01/07/2006  
Record ID 7920  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/07/2006  
Resolution Date 01/07/2006*

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.

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

*Inquire Date 01/07/2006  
Record ID 7921  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/07/2006  
Resolution Date 01/07/2006*

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.

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

*Inquire Date 01/07/2006  
Record ID 7922  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/07/2006  
Resolution Date 01/07/2006*

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.

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

*Inquire Date 01/08/2006  
Record ID 7923  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/08/2006  
Resolution Date 01/08/2006*

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.

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

***Inquire Date 01/09/2006  
Record ID 7924  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/09/2006  
Resolution Date 01/09/2006***

Customer has been receiving harassing phone calls. 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.

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

***Inquire Date 01/09/2006  
Record ID 7925  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/09/2006  
Resolution Date 01/09/2006***

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.

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

***Inquire Date 01/09/2006  
Record ID 7926  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/09/2006  
Resolution Date 01/09/2006***

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.

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

***Inquire Date 01/10/2006  
Record ID 7935  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/10/2006  
Resolution Date 01/10/2006***

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.

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

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

***Inquire Date 01/12/2006  
Record ID 7937  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/12/2006  
Resolution Date 01/12/2006***

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.

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

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

***Inquire Date 01/12/2006  
Record ID 7938  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/12/2006  
Resolution Date 01/12/2006***

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.

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

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

***Inquire Date 01/13/2006  
Record ID 7927  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/13/2006  
Resolution Date 01/13/2006***

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.

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

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

***Inquire Date 01/14/2006  
Record ID 7928  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 01/14/2006  
Resolution Date 01/14/2006***

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.

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

**Inquire Date 01/17/2006  
Record ID 7940  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/17/2006  
Resolution Date 01/17/2006**

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.

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

**Inquire Date 01/18/2006  
Record ID 7941  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/18/2006  
Resolution Date 01/18/2006**

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.

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

**Inquire Date 01/19/2006  
Record ID 7957  
Call Taken By At Work Station  
CA Number  
Responded By Tina Collingham  
Response Date 01/11/2006  
Resolution Date 01/11/2006**

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.

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

**Inquire Date 01/20/2006  
Record ID 7945  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 01/20/2006  
Resolution Date 01/20/2006**

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.

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

**Inquire Date 01/21/2006  
Record ID 7944  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/21/2006  
Resolution Date 01/21/2006**

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.

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

**Inquire Date 01/23/2006  
Record ID 7930  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/23/2006  
Resolution Date 01/23/2006**

Customer has been receiving harassing phone calls. 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.

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

**Inquire Date 01/23/2006  
Record ID 7943  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/23/2006  
Resolution Date 01/23/2006**

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.

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

**Inquire Date 01/23/2006  
Record ID 7946  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/23/2006  
Resolution Date 01/23/2006**

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.

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

**Inquire Date 01/25/2006  
Record ID 7947  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 01/25/2006  
Resolution Date 01/25/2006**

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.

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

**Inquire Date 01/25/2006  
Record ID 7949  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/25/2006  
Resolution Date 01/25/2006**

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.

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

**Inquire Date 01/25/2006  
Record ID 7950  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/25/2006  
Resolution Date 01/25/2006**

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.

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

**Inquire Date 01/25/2006  
Record ID 7951  
Call Taken By Supervisor  
CA Number  
Responded By Jody Kent  
Response Date 01/25/2006  
Resolution Date 01/25/2006**

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.

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

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

**Inquire Date 01/26/2006  
Record ID 7904  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/26/2006  
Resolution Date 01/26/2006**

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.

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

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

**Inquire Date 01/26/2006  
Record ID 7932  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/26/2006  
Resolution Date 01/26/2006**

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.

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

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

**Inquire Date 01/26/2006  
Record ID 7931  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/26/2006  
Resolution Date 01/26/2006**

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.

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

Customer has been receiving fraudulent phone calls.

**Inquire Date 01/26/2006  
Record ID 7954  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/26/2006  
Resolution Date 01/26/2006**

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**

**Inquire Date 01/29/2006  
Record ID 7955  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 01/29/2006  
Resolution Date 01/29/2006**

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.

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**Technical Complaints--Miscellaneous**

**Inquire Date 01/31/2006  
Record ID 8179  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 02/02/2006  
Resolution Date 02/02/2006**

Customer emailed Customer Service and stated that they had been unable to place a call through Hamilton Pager Relay.

Customer Service attempted to contact the customer to request additional call information to forward to the technical department. There has been no further contact from the customer.

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

**Inquire Date 02/04/2006  
Record ID 7971  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 02/04/2006  
Resolution Date 02/04/2006**

Customer wanted relay calls 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.

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

**Inquire Date 02/06/2006  
Record ID 7970  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 02/06/2006  
Resolution Date 02/06/2006**

Customer wanted to know who called them and to have the calls blocked in the future.

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.

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

***Inquire Date 02/07/2006  
Record ID 7967  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 02/07/2006  
Resolution Date 02/07/2006***

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.

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

***Inquire Date 02/07/2006  
Record ID 7968  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 02/07/2006  
Resolution Date 02/07/2006***

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.

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

***Inquire Date 02/08/2006  
Record ID 7966  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 02/08/2006  
Resolution Date 02/08/2006***

Customer had received a harassing 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.

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

***Inquire Date 02/12/2006  
Record ID 7963  
Call Taken By Lead CA  
CA Number  
Responded By Michelle Mikkelsen  
Response Date 02/12/2006  
Resolution Date 02/12/2006***

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.

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

***Inquire Date 02/13/2006  
Record ID 7952  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 02/13/2006  
Resolution Date 02/13/2006***

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.

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

***Inquire Date 02/13/2006  
Record ID 7960  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 02/13/2006  
Resolution Date 02/13/2006***

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.

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

***Inquire Date 02/15/2006  
Record ID 7939  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 02/15/2006  
Resolution Date 02/15/2006***

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.

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

***Inquire Date 02/16/2006  
Record ID 7915  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 02/16/2006  
Resolution Date 02/16/2006***

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.