

Hamilton Relay Interstate Traditional TRS Complaint Report

6/1/06 to 5/31/07

***External Complaints--
Miscellaneous***

Customer stated that someone called 7-1-1 to dial 9-1-1 and placed a threatening phone call to the police.

***Inquire Date 6/19/2006
Record ID 11878
Call Taken By Operations Mgr
CA Number
Responded By Operations Mgr
Response Date 6/19/2006
Resolution 6/19/2006***

Relay Manager stated that 7-1-1 will be answered in the state that the originator is dialing from and gave customer the number for New Jersey Relay. Customer was satisfied.

***External Complaints--
Miscellaneous***

Customer stated that his CapTel phone has not worked properly. Customer returned the phone to the distributor, but nothing has been done and customer is unable to get another voucher at this time for equipment.

***Inquire Date 7/12/2006
Record ID 11996
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 7/14/2006
Resolution 7/14/2006***

Supervisor forwarded the customer to Customer Service. Customer Service directed the customer to the Public Service Commission in regards to this issue. Customer understood.

***External Complaints--
Miscellaneous***

Customer has been told by Michigan Relay that they are unable to dial their number in Michigan.

***Inquire Date 2/28/2007
Record ID 13436
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/28/2007
Resolution 2/28/2007***

Customer Service acquired the number and placed a test call and found it is being answered by a TTY and the customer would need to use 7-1-1 in order to reach this number. Customer Service gave the customer the appropriate customer service number for Michigan Relay to report this issue. Customer was satisfied.

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

Customer was receiving prank calls through the relay from someone in Washington.

***Inquire Date 8/17/2006
Record ID 12234
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 8/18/2006
Resolution 8/18/2006***

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 hung up.

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

**Inquire Date 9/4/2006
Record ID 12446
Call Taken By CA
CA Number
Responded By Dianne
Response Date 9/4/2006
Resolution 9/4/2006**

Customer has been receiving fraudulent phone calls and wondered who to call.

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

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

**Inquire Date 12/21/2006
Record ID 12993
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/21/2006
Resolution 12/21/2006**

Customer has been receiving harassing phone calls and would like their number blocked.

Supervisor contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any 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 was satisfied.

**Service Complaints--
Miscellaneous**

**Inquire Date 1/11/2007
Record ID 13155
Call Taken By At the Workstation
CA Number
Responded By CA/Michelle
Response Date 1/11/2007
Resolution 1/11/2007**

Customer stated that the CA did not respond to her. Customer stated that after the CA said the line was busy there was no response from the CA. Customer did not have the CA number.

Supervisor apologized and forwarded the call information to the technical department. The technical department was unable to locate a CA number from the call information. Customer was notified and understood.

**Technical Complaints--711
Problems**

**Inquire Date 11/2/2006
Record ID 12796
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 11/2/2006
Resolution 11/2/2006**

Customer stated that whenever she dials 7-1-1 she hears tones.

Lead CA explained the tones and how a relay call works. Customer was satisfied. Lead CA unable to offer profile as customer was not within one of Hamilton Relay's states.

Technical Complaints--711 Problems

Customer stated that 7-1-1 does not work from their office. Customer stated that recently the phone system changed and they have to dial 9 to get an outside line.

Inquire Date 4/2/2007
Record ID 13690
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 4/2/2007
Resolution 4/30/2007

Lead CA explained how 7-1-1 would work with an office PBX. Customer Service offered to speak with their telephone administrator to set up the translation number. Customer will have telephone administrator contact the relay. Customer was satisfied. There has been no return call in regards to this issue.

Technical Complaints--Miscellaneous

Customer stated they could not dial Kansas to Kansas using the Kansas Speech to Speech number they had used before.

Inquire Date 4/16/2007
Record ID 13722
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/16/2007
Resolution 4/16/2007

Customer Service apologized and forwarded the information to the technical department. The technical department was able to resolve the issue. Customer was notified and satisfied.

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

Customer stated that he would like to set up a Spanish profile so that all of his calls are connected to Telecircuit Network Corporation.

Inquire Date 6/5/2006
Record ID 11897
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 6/7/806
Resolution

Lead CA explained that Telecircuit Network Corporation was not a participating carrier through the relay and offered to set a profile with an alternate carrier. Customer refused and stated they would contact Telecircuit Network Corporation. Customer Service has contacted the carrier several times. Telecircuit Network Corporation is still not a participating carrier as of 5/31/07.

CapTel--Complaints

Customer stated that CapTel did not work when using a calling card through the relay.

Inquire Date 6/30/2006
Record ID 11903
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 6/30/2006
Resolution 6/30/2006

Supervisor explained the differences between CapTel and relay and directed the customer to CapTel customer service. Customer hung up before giving call information.

CapTel--Complaints

Customer had questions about CapTel and the lag time that was seen in the typing.

Inquire Date 7/14/2006

Record ID 12058

Call Taken By Customer Service

CA Number

Responded By Customer Service

Response Date 7/14/2006

Resolution 7/14/2006

Customer Service answered the customer's questions and explained about the lag time.
Customer was satisfied.

CapTel--Complaints

Customer was concerned with the poor CapTel service he had received on his call. Customer stated several issues with the captioning.

Inquire Date 1/22/2007

Record ID 13163

Call Taken By Operations Mgr

CA Number

Responded By Operations Mgr

Response Date 1/22/2007

Resolution 1/25/2007

Relay Manager apologized and stated that the information would be forwarded to CapTel.
Customer was satisfied and information was forwarded to CapTel.

TOTAL: 14

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