

STATE OF WYOMING
DEPARTMENT OF WORKFORCE SERVICES



DIVISION OF VOCATIONAL REHABILITATION

Administrative Office

1100 Herschler Building, 1 East

Cheyenne, WY 82002

Phone & TDD (307) 777-7386 • Fax (307) 777-5939

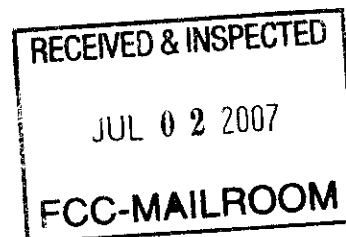
Director Joan K. Evans

Governor Dave Freudenthal

CG Docket 03-123

DA 07-2762

June 28, 2007



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

Reference: Annual Consumer Complaint Log Summary: June 2006 – May 2007

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2007.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Hamilton Relay, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2006, through May 31, 2007, the TRS provider processed twenty one thousand, seven hundred forty three (21,743) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of twelve thousand, seven hundred eighty two (12,782) CapTel outbound calls on behalf of Wyoming Relay. A total of nineteen (19) customer complaints were received, which is a rate of six one-hundredths of a percent (.06%). Of the nineteen complaints, nine were filed at the workstation in one of the four Hamilton Relay centers, one was filed with CTI CapTel Customer Service eight were filed with Hamilton's Wyoming Relay Customer Service and one was filed with the State's Program Administrator.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Hamilton Relay normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of nine equal access complaints in which the carrier involved is still working to become a carrier through relay. None of the nineteen complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

- Carrier of Choice not available
- Cell phone problem
- Problem accessing relay through 711 or toll free number
- Scam or harassing call through relay
- CapTel* complaint
- CA didn't follow instructions

Complaint resolution included:

- Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice
- Referred customer to their cell phone provider
- Provided information/education to customer
- Technical department resolved the issue
- Referred customer to their phone provider or law enforcement
- Counseled CA

In the Miscellaneous Complaints category, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay. In addition, as part of outreach activities Wyoming Relay educates users on ways to recognize

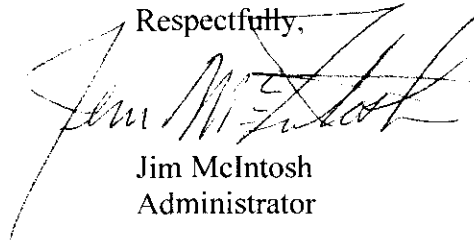
fraudulent/scam calls, ways to prevent being victimized by the calls, and what to do if you have already been a victim of a fraudulent relay call.

Nearly half of all complaints received were in regards to availability of Long Distance Carriers. Eight of the nine carrier complaints were related to Bresnan Communications. Both Hamilton and the State of Wyoming have communicated repeatedly with Bresnan. Bresnan is currently working with another long distance carrier to be able to process their relay calls in an effort to participate in equal access.

Wyoming's relay provider, Hamilton Telephone Company is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, VRS) under protective seal.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

A handwritten signature in black ink, appearing to read "Jim McIntosh", is written over a large, faint, stylized graphic that resembles a large letter 'M' or a similar abstract shape.

Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 13 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 3 pages (original and 4 copies)
Wyoming Relay Complaint Report, 5 pages (original and 4 copies)
Electronic disk copy

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/19/2006	#55 CapTel Complaint	Customer stated that they had been billed by Sprint for long distance through CapTel.	6/20/2006	CapTel explained that the customer would need to contact Sprint to have the charges removed. CapTel further explained that the customer would need to register to have long distance calls billed through her choice of carriers.

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/29/2006	#39 Carrier of Choice	Customer has been attempting to place a long distance call through the relay. Customer's long distance provider is ACT. Customer does not have any contact information for this carrier.		Customer Service has contacted the carrier as this organization is not a participating carrier through the relay. The carrier is currently working with Hamilton's technical department. Customer Service will contact the customer after the carrier has become a participating carrier through the relay. Customer understood. ACT was contacted again in late May and is still not a participating carrier as of 5/31/07.

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8/17/2006	#51 Fraudulent/ Harassment Call	Customer has been receiving fraudulent phone calls and wondered what could be done about them.	8/17/2006	Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order then we could release the call information to the Court. Customer understood.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

2006

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9/1/2006	#39 Carrier of Choice	Customer stated that whenever he attempts to place a call through the relay he is being billed by the incorrect long distance carrier. Customer stated his long distance carrier is Bresnan Communications.		Lead CA stated that Bresnan Communications is not a participating carrier with the relay at this time and directed the customer to contact the carrier. Customer was offered a profile, but refused. Customer Service has continued to attempt to resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.
9/22/2006	#39 Carrier of Choice	Customer stated that since she has been unable to have the CA select Bresnan Communications as her long distance carrier she would like to set up a profile with the relay.		Customer Service apologized and explained that since Bresnan Communications is not a participating carrier through the relay that setting up a profile with Bresnan Communications as her long distance carrier would not solve the problem. Customer Service explained that once Bresnan Communications becomes a participating carrier the relay would contact the customer to set up a profile. Customer understood. Customer Service has continued to attempt to resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.
9/24/2006	#56 External Complaints	Customer stated that he was trying to contact his mother through the relay on his cell phone and was asked by the CA who his long distance carrier was.	9/25/2006	Lead CA verified the customer's information for Customer Service and placed the call. Customer refused a profile. Lead CA directed the customer to contact their carrier, Union Cellular, in regard to this issue. Customer understood. Customer Service has attempted to contact the carrier on behalf of the customer, but has only been able to leave a message. Union Cellular has not returned any calls. Customer contacted relay and stated the issue was resolved.

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

006

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/2/2006	#39 Carrier of Choice	Customer requested the correct number to reach the relay and how to place a call using Bresnan Long Distance.		Customer Service gave the correct number for the relay and explained that Bresnan Communications is not a participating provider through the relay. Customer Service explained that we have contacted Bresnan Communications several times in regard to this issue. Customer did not want to select a different carrier. Customer will be contacted when Bresnan Communications is available through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.
10/19/2006	#51 Fraudulent/ Harassment Call	Customer had questions about how third party billing works through the relay. Customer has been receiving harassing calls that are being billed through another number.	10/19/2006	Customer Service explained how billing works and directed the customer to law enforcement. Customer Service explained that if the customer was able to obtain a court order then all call records could be released to the Court. Customer was satisfied.

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

November 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in November 2006		

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

December 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in December 2006		

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

007

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/2/2007	#48 711 Problems	Customer stated that whenever she dials 7-1-1 she does not get a response from the CA. She states she has to hit the space bar of her TTY several times before the CA connects. Customer does not want to set up a profile at this time.	2/7/2007	Assistant Operations Manager apologized to the customer and forwarded the information to the technical department. The technical department discovered that the CA is connecting correctly. Customer Service has attempted to contact the customer to place test calls. Customer Service has been unable to reach the customer. No further contact from the customer.
1/25/2007	#03 Didn't Follow Customer's Instructions	Customer was concerned about the relay profile database and how it sometimes learns a connect mode on a new number. Customer had an issue with the learned connect mode of Baudot when they called into the VCO line and the CA questioned if she wanted VCO or had dialed the correct number.	1/29/2007	Customer Service apologized and stated that the CA would be counseled. Relay Manager explained to customer about the database and how it works. Customer was satisfied.
1/29/2007	#39 Carrier of Choice	Customer stated she is being billed incorrectly for long distance through the relay. She understands that Bresnan is not a participating provider with the relay and has already contacted Bresnan Communications.		Assistant Operations Manager thanked customer for this information and stated that relay has been in contact with Bresnan Communications. A profile was offered, but the customer refused. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

February 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13313	2/3/2007	#51 Fraudulent/ Harassment Call	Customer has been receiving harassing calls and wondered what could be done.	2/3/2007	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.
13314	2/3/2007	#51 Fraudulent/ Harassment Call	Customer has been receiving harassing phone calls and wondered how to block their number.	2/3/2007	Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order then we could release the call information to the Court. Customer was satisfied.
13317	2/5/2007	#51 Fraudulent/ Harassment Call	Customer has been receiving harassing calls but was unsure which relay was placing the calls.	2/5/2007	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 the local authorities. Customer understood.
13320	2/15/2007	#39 Carrier of Choice	Administrator received a call from a customer stating that Bresnan Communications was their provider and did not understand how calls for long distance went through Sprint.		Customer Service explained that Bresnan Communications is not a participating provider which is why the customer would see Sprint as the default on the bill. Administrator shared the information with the customer. Bresnan Communications is still not a participating carrier as of 5/31/07.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

2007 continued

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
/15/2007	#39 Carrier of Choice	Customer requested Bresnan Communications as their long distance provider through the relay.		Customer Service explained that Bresnan Communications is not a participating provider. Customer Service explained that Bresnan Communications has been contacted several times and is still not a participating provider at this time. Customer Service offered to set up a profile. Customer refused.
/22/2007	#03 Didn't Follow Customer's Instructions	Customer stated the CAs do not follow his instructions.	2/22/2007	Supervisor apologized and requested contact information. Customer refused and hung up.
/23/2007	#39 Carrier of Choice	Customer requested Bresnan Communications as their long distance provider.		Lead CA explained that Bresnan is not a participating provider with the relay at this time and directed customer to contact Bresnan Communications to inform them he is unable to place long distance calls through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

07

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/9/2007	#39 Carrier of Choice	Customer requested Bresnan Communications as their participating provider with relay.		Customer Service explained that Bresnan Communications is not a participating provider through the relay and offered a profile for an alternative carrier. Customer refused at this time. Customer Service has contacted Bresnan Communications about becoming a participating provider through the relay. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
		No complaints received in April 2007		

Wyoming Relay
 June 2006 – May 2007
 Complaint Log Summary

Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
		No complaints received in May 2007		

**Wyoming Relay
June 2006 – May 2007
Total Complaints by Category**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	P
VOICE COMPLAINTS														
Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Call Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Follow Customer Inst.	0	0	0	0	0	0	0	1	1	0	0	0	2	10
Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Connected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Msg Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wrong Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Articulation/Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Properly Handled ASL or	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CA Improperly in	0	0	0	0	0	0	0	0	0	0	0	0	0	0
of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Follow Voice	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Follow Emergency Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0
to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
Integrity Breach	0	0	0	0	0	0	0	0	0	0	0	0	0
Time	0	0	0	0	0	0	0	0	0	0	0	0	0
ing	0	0	0	0	0	0	0	0	0	0	0	0	0
Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Follow	0	0	0	0	0	0	0	0	0	0	0	0	0
Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0
Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0
Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0
Handling of Three Way	0	0	0	0	0	0	0	0	0	0	0	0	0
Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	0
g Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
aneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	1	1	0	0	0	2

TECHNICAL COMPLAINTS													
anding	0	0	0	0	0	0	0	0	0	0	0	0	0
d for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
Message	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
gnal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
of Choice	0	1	0	2	1	0	0	1	3	1	0	0	9
ot Available 24 Hours a	0	0	0	0	0	0	0	0	0	0	0	0	0
audiot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0
reakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
reakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
reakdown	0	0	0	0	0	0	0	0	0	0	0	0	0
D Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0	0
/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PC
Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ems	0	0	0	0	0	0	0	1	0	0	0	0	1	10
eous Technical	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	0	2	1	0	0	2	3	1	0	0	10	10
COMPLAINTS														
st/Harassment Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
e of How to Complain to	0	0	1	0	1	0	0	0	3	0	0	0	5	71
rnal Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0
nal Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
omplaints	1	0	0	0	0	0	0	0	0	0	0	0	1	14
Complaints	0	0	0	1	0	0	0	0	0	0	0	0	1	14
TOTAL	1	0	1	1	1	0	0	0	3	0	0	0	7	10
TOTAL COMPLAINTS	1	1	1	3	2	0	0	3	7	1	0	0	19	

Wyoming Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

Service Complaints—Didn't Follow Customer's Instructions

Inquire Date 1/25/2007
Record ID 13195
Call Taken By Customer Service
CA Number 3082
Responded By Barb
Response Date 1/29/2007
Resolution 1/29/2007

Customer was concerned about the relay profile database and how it sometimes learns a connect mode on a new number. Customer had issue with learned connect mode of Baudot when they called into the VCO line and the CA questioned if she wanted VCO or had dialed the correct number.

Customer Service apologized and stated that the CA would be counseled. Relay Manager explained to customer about the database and how it works. Customer was satisfied.

Service Complaints—Didn't Follow Customer's Instructions

Inquire Date 2/22/2007
Record ID 13389
Call Taken By At the Workstation
CA Number
Responded By ML
Response Date 2/22/2007
Resolution 2/22/2007

Customer stated the CAs do not follow his instructions.

Supervisor apologized and requested contact information. Customer refused and hung up.

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

Inquire Date 7/29/2006
Record ID 12087
Call Taken By Lead CA
CA Number
Responded By Michelle/Tina
Response Date 7/31/2006
Resolution

Customer has been attempting to place a long distance call through the relay. Customer's long distance provider is ACT. Customer does not have any contact information for this carrier.

Customer Service has contacted the carrier as this organization is not a participating carrier through the relay. The carrier is currently working with Hamilton's technical department. Customer Service will contact the customer after the carrier has become a participating carrier through the relay. Customer understood. ACT was contacted again in late May and is still not a participating carrier as of 5/31/07.

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

Inquire Date 9/1/2006
Record ID 12361
Call Taken By Lead CA
CA Number
Responded By Danielle
Response Date 9/1/2006
Resolution

Customer stated that whenever he attempts to place a call through the relay he is being billed by the incorrect long distance carrier. Customer stated his long distance is Bresnan Communications.

Lead CA stated that Bresnan Communications is not a participating carrier with the relay at this time and directed the customer to contact the carrier. Customer was offered a profile, but refused. Customer Service has continued to attempt to resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.

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

Inquire Date 9/22/2006
Record ID 12464
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/22/2006
Resolution

Customer stated that since she has been unable to have the CA select Bresnan Communications as her long distance carrier she would like to set up a profile with the relay.

Customer Service apologized and explained that since Bresnan Communications is not a participating carrier through the relay that setting up a profile with Bresnan Communications as her long distance carrier would not solve the problem. Customer Service explained that once Bresnan Communications becomes a participating carrier the relay would contact the customer to set up a profile. Customer understood. Customer Service has continued to attempt to resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.

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

Inquire Date 10/2/2006
Record ID 12550
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/2/2006
Resolution

Customer requested the correct number to reach the relay and how to place a call using Bresnan Long Distance.

Customer Service gave the correct number for the relay and explained that Bresnan Communications is not a participating provider through the relay. Customer Service explained that we have contacted Bresnan Communications several times in regard to this issue. Customer did not want to select a different carrier. Customer will be contacted when Bresnan Communications is available through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.

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

Inquire Date 1/29/2007
Record ID 13219
Call Taken By Customer Service
CA Number
Responded By Diane
Response Date 1/29/2007
Resolution

Customer stated she is being billed incorrectly for long distance through the relay. She understands that Bresnan is not a participating provider with the relay and has already contacted Bresnan Communications.

Assistant Operations Manager thanked customer for this information and stated that relay has been in contact with Bresnan Communications. A profile was offered, but the customer refused. Bresnan Communications is still not a participating carrier as of 5/31/2007.

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

Inquire Date 2/15/2007
Record ID 13320
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/15/2007
Resolution

Administrator received a call from a customer stating that Bresnan Communications was their provider and did not understand how calls for long distance went through Sprint.

Customer Service explained that Bresnan Communications is not a participating provider which is why the customer would see Sprint as the default on the bill. Administrator shared the information with the customer. Bresnan Communications is still not a participating carrier as of 5/31/07.

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

*Inquire Date 2/15/2007
Record ID 13414
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/15/2007
Resolution*

Customer requested Bresnan Communications as their long distance provider through the relay.

Customer Service explained that Bresnan Communications is not a participating provider. Customer Service explained that Bresnan Communications has been contacted several times and is still not a participating provider at this time. Customer Service offered to set up a profile. Customer refused.

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

*Inquire Date 2/23/2007
Record ID 13420
Call Taken By At the Workstation
CA Number
Responded By Steph
Response Date 2/23/2007
Resolution*

Customer requested Bresnan Communications as their long distance provider.

Lead CA explained that Bresnan is not a participating provider with the relay at this time and directed customer to contact Bresnan Communications to inform them he is unable to place long distance calls through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.

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

*Inquire Date 3/9/2007
Record ID 13469
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/9/2007
Resolution*

Customer requested Bresnan Communications as their participating provider with relay.

Customer Service explained that Bresnan Communications is not a participating provider through the relay and offered a profile for an alternative carrier. Customer refused at this time. Customer Service has contacted Bresnan Communications about becoming a participating provider through the relay. Bresnan Communications is still not a participating carrier as of 5/31/2007.

**Technical Complaints--711
Problems**

*Inquire Date 1/2/2007
Record ID 13217
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/2/2007
Resolution 2/7/2007*

Customer stated that whenever she dials 7-1-1 she does not get a response from the CA. She states she has to hit the space bar of her TTY several times before the CA connects. Customer does not want to set up a profile at this time.

Assistant Operations Manager apologized to customer and forwarded the information to the technical department. The technical department discovered that the CA is connecting correctly. Customer Service has attempted to contact the customer to place test calls. Customer Service has been unable to reach the customer. No further contact from customer.

**Miscellaneous Complaints--
Fraudulent/Harassment Call**

Inquire Date 8/17/2006
Record ID 12198
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 8/17/2006
Resolution 8/17/2006

Customer has been receiving fraudulent phone calls and wondered what could be done about them.

Assistant Operations Managers 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.

**Miscellaneous Complaints--
Fraudulent/Harassment Call**

Inquire Date 10/19/2006
Record ID 12587
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/19/2006
Resolution 10/19/2006

Customer had questions about how third party billing works through the relay. Customer has been receiving harassing calls that are being billed through another number.

Customer Service explained how billing works and directed the customer to law enforcement. Customer Service explained that if the customer was able to obtain a court order then all call records could be released to the Court. Customer was satisfied.

**Miscellaneous Complaints--
Fraudulent/Harassment Call**

Inquire Date 2/3/2007
Record ID 13313
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/3/2007
Resolution 2/3/2007

Customer has been receiving harassing calls and wondered what could be done.

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.

**Miscellaneous Complaints--
Fraudulent/Harassment Call**

Inquire Date 2/3/2007
Record ID 13314
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 2/3/2007
Resolution 2/3/2007

Customer has been receiving harassing phone calls and wondered how to block their number.

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

**Miscellaneous Complaints--
Fraudulent/Harassment Call**

Inquire Date 2/5/2007
Record ID 13317
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/5/2007
Resolution 2/5/2007

Customer has been receiving harassing calls but was unsure which relay was placing the calls. 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 the local authorities. Customer understood.

**Miscellaneous Complaints--
CapTel Complaints**

Inquire Date 6/19/2006
Record ID CT-9304
Call Taken By MMo
CA Number
Responded By MMo
Response Date 6/20/2006
Resolution 6/20/2006

Customer stated that they had been billed by Sprint for long distance through CapTel. CapTel explained that the customer would need to contact Sprint to have the charges removed. CapTel further explained that the customer would need to register to have long distance calls billed through her choice of carriers.

**Miscellaneous Complaints—
External Complaints**

Inquire Date 9/24/2006
Record ID 12476
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 9/25/2006
Resolution 9/25/2006

Customer stated that he was trying to contact his mother through the relay on his cell phone and was asked by the CA who his long distance carrier was.

Lead CA verified the customer's information for Customer Service and placed the call. Customer refused a profile. Lead CA directed the customer to contact their carrier, Union Cellular, in regards to this issue. Customer understood. Customer Service has attempted to contact the carrier on behalf of the customer, but has only been able to leave a message. Union Cellular has not returned any calls. Customer contacted relay and stated the issue was resolved.