

**Appendix F
Consumer Complaint Logs,
2003-2007**



Kentucky
Relay



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Public Protection and
Regulation Cabinet

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June 24, 2003

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Federal Communications Commission
445 12th Street, SW
Room TW-A325
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Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
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Washington DC 20544
emyers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2002 through May 31, 2003
Docket # 98-67

Dear Ms. Dortch and Ms. Myers,

The Kentucky Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

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

- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available 24 hours a day
- CA Typing Speed



- CA Typing
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to offer or use proper Speech to Speech Call Handling Procedures
- Failed to offer or use proper Spanish to Spanish Call Handling Procedures
- VCO Break-Down
- HCO Break-Down
- STS Break-Down
- 711 Problems
- ASCII/Baudot Break-Down
- Line Disconnected
- Confidentiality Breach
- Replaced CA improperly in the middle of a call
- Carrier of Choice not Available/Other Equal Access problems
- Did not supply information on how to file a complaint with the FCC

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at 502-565-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens, CPA
Kentucky Public Service Commission



Kentucky Complaint Report

6/1/02 to 5/31/03

Service Complaints--CA Typing Speed

Customer complained the CA's typing is so fast that her husband is unable to read the conversation.

***Inquire Date 6/25/02
Record ID 6700
Call Taken By Lead CA
CA Number
Responded By Rose
Response Date 6/25/02
Resolution 6/25/02***

Customer Service suggested the customer ask the CA to type slower before the conversation begins. Customer Service also discussed setting up a customer profile with slow typing designated in the notes section. The customer requested that a profile be mailed.

A copy of the customer profile was mailed to customer and given to the Technical Department for implementation.

(Inquiry 6701 is from the same caller regarding the slow typing issue.)

Service Complaints--CA Typing Speed

The caller stated her husband is upset because the CAs are typing too fast.

***Inquire Date 6/26/02
Record ID 6701
Call Taken By Supervisor
CA Number
Responded By Sheryl
Response Date 6/26/02
Resolution 6/29/02***

Customer Service apologized and explained that it would take a few days before the customer profile (see above) is processed. Customer Service inquired about the type of equipment being used, but the caller was unfamiliar with it. It was suggested that her husband turn on the print feature, if his TTY has one, so that he could read the printout rather than the screen. The caller said she would do that and hung up.

(This is the same person in inquiry 6700.)

A Supervisor assisted this relay user and several different CAs with relay calls in the last few evenings. All the CAs were typing very slowly, however, the customer still considers it too fast.

Service Complaints--CA Typing Speed

This customer stated when she dialed 711 she got a CA that was typing too fast and that she was unable to reach her caller.

***Inquire Date 7/16/02
Record ID 6776
Call Taken By Supervisor
CA Number 1216
Responded By Sheryl
Response Date 7/16/02
Resolution 7/17/02***

Customer Service explained the relay was not experiencing any problems with 711. Customer Service suggested the customer check her TTY for a Turbo Code Setting. If Turbo Code was turned on, the customer should turn it off. The customer understood and said she would see if she could turn off the TC setting.

The CA involved on the call was assisted by a Supervisor. The CA was counseled and it was explained that she was typing as slowly as she could but it was still too fast for the caller.

The Kentucky Outreach Coordinator has made several visits to this customer. It was determined that her equipment needs to be replaced.

Service Complaints--CA Typing Speed

Inquire Date 10/7/02
Record ID 7059
Call Taken By Customer Service Rep
CA Number 1196F
Responded By Troxie
Response Date 10/7/02
Resolution 10/8/02

Customer called to inquire why the CA's typing was so slow. She said Turbo Code was off.

The Customer Service Representative informed the caller that her concerns would be investigated and someone would contact her with the results. The customer was pleased and hung up.

The CA stated he was experiencing technical difficulties with his computer and had to call for assistance. The Technical Department investigated and determined that on this date the relay was conducting testing with a new software load. There were problems with transmitting type to the TTY user in this load. As soon as the problem was discovered, the testing was stopped and the original software load was returned to production.

Customer Service returned the customer's call on October 8th. The customer was extremely pleased that her call was returned so promptly and said that she would call back if she had additional questions.

Service Complaints—711 Problems

Inquire Date 3/5/03
Record ID 7435
Call Taken By Customer Service Rep
CA Number
Responded By Kim
Response Date 3/5/03
Resolution 3/7/03

The customer stated every time she dials 711 she receives TTY tones. The customer said that this was not very convenient for hearing people and she does not want to hear the tones.

Customer Service apologized for the inconvenience and asked the customer if she was calling from her home phone or a cell phone. The customer stated that she was calling from her cell phone and asked for a follow up call.

The Assistant Manager returned the customer's call and asked her to place a test call through the relay. The customer placed two test calls to ensure that she would come in as a voice connection. The customer was extremely happy with our willingness to correct the problem and was satisfied with the information given. The customer stated that she would call back if she had any more problems.

Service Complaints—VCO Breakdown

Inquire Date 5/27/03
Record ID 7644
Call Taken By Supervisor
CA Number
Responded By Freddie
Response Date 5/27/03
Resolution 5/27/03

This customer complained that when someone calls her through the relay the CAs talk to her and do not type to her at all. She wants it to stop. Her doctor called her house and she had to hang up on him because the CA did not type to her. She was upset.

Customer Service offered suggestions such as Auto VCO, Profile, and test calls. The customer declined to give any personal information so that outreach could follow up. While trying to solve the problem, the customer hung up.

Service Complaints-- Ringing/No Answer

Inquire Date 10/14/02
Record ID 7093
Call Taken By Customer Service Mgr
CA Number
Responded By Bob
Response Date 10/14/02
Resolution 10/21/02

A customer called to ask why the lines into the relay were busy. She stated that she had been trying to call all morning and afternoon.

A follow up call was made and the customer stated that she was unable to reach the relay between 9 a.m. and 2 p.m. on Monday, October 14th. Customer service apologized for the inconvenience and explained the relay center was very busy at that time. It was explained that if the customer waited in queue for the next available CA, someone would answer her call. The customer understood.

KRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (93 percent of all calls were answered within ten seconds on this day.).

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

***Inquire Date 4/17/03
Record ID 7555
Call Taken By Supervisor
CA Number
Responded By Donte
Response Date 4/17/03
Resolution 4/17/03***

The caller stated she attempted to reach the relay on 4/16/03 for 2 hours and could not get an answer. The customer stated she called 711 and the 800 numbers between 12:00 p.m. and 2:00 p.m. and there was no answer.

Customer Service apologized for any inconvenience and explained that the relay may have been experiencing peak traffic volumes during that time. The customer understood.

KRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (95 percent of all calls were answered within ten seconds on this day.)

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

***Inquire Date 4/17/03
Record ID 7556
Call Taken By Customer Service
Mgr
CA Number
Responded By Bob
Response Date 4/17/03
Resolution 4/18/03***

The caller explained that her husband had attempted to call the relay at least four times but was unable to get through. She stated it occurred around 1:40 p.m.

The Outreach Coordinator advised the customer to call back into the relay. The Outreach Coordinator contacted the Customer Service Department to check on call volumes. The Program Manager informed him that there had been access problems with the relay user's local telephone company. The customer was informed and was encouraged to contact their local telephone company to report the problem.

The customer understood and was satisfied with the answer given.

KRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (95 percent of all calls were answered within ten seconds.)

Ernie Fletcher
Governor



LaJuana S. Wilcher
Secretary

Commonwealth of Kentucky
Environmental and Public Protection Cabinet
Public Service Commission
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June 24, 2004

Marlene H. Dortch
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Room TW-B204
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Erica Myers
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Consumer & Governmental Affairs Bureau
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Room 6-A432
Washington DC 20554
Erica.Myers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2003 through May 31, 2004
DA 04-1599

Dear Ms. Dortch and Ms. Myers,

The Kentucky Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Typing Speed
- CA Typing

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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens
Branch Manager, Telecommunications
Kentucky Public Service Commission

Enclosure

Kentucky Relay Complaint Report

6/1/03 to 5/31/04

External Complaints-- Miscellaneous

Inquire Date 9/19/03
Record ID 7892
Call Taken By Customer Service
Rep
CA Number
Responded By Babs
Response Date 9/19/03
Resolution 9/29/03

Customer has received prank calls through traditional relay. The caller said that individuals were calling through relay and ordering \$20.00 Pizzas and then not purchasing them. The Customer requested a return call regarding this matter.

Customer Service returned the call to the Customer and explained relay and the rules that require the service to relay all calls verbatim regardless of content. Customer Service suggested getting the number from the person calling, if he suspects a prank, and then calling his Customer back himself through the relay to verify the order. Customer Service suggested reporting this type of activity to the local authorities if it becomes necessary. The Customer was very satisfied.

External Complaints-- Miscellaneous

Inquire Date 12/4/03
Record ID 8003
Call Taken By Customer Service
Rep
CA Number
Responded By Barbara
Response Date 12/4/03
Resolution 12/4/03

A Police Sergeant called on behalf of a voice Customer who complained that she was receiving harassing calls through the regular relay. He requested the name and number of the suspect, and asked if a subpoena was necessary.

Customer Service explained that we are unable to identify or release information regarding callers because of confidentiality rules. Customer Service explained that if a Court order is obtained, then we could release the call information to the Court.

Service Complaints--CA Accuracy/Spelling

Inquire Date 1/23/2004
Record ID 8081
Call Taken By Lead CA
CA Number 1199F
Responded By
Response Date 1/23/2004
Resolution 1/23/2004

Customer stated that she received a message from her TTY answering machine that had a large number of typos and she was not able to understand the message. The Customer also said that she had selected "no abbreviations" on her Customer Profile. However, the CA used abbreviations.

Based on the information given, the Lead CA was able to assist the Customer in understanding the message. The Lead CA assured the Customer that the CA's Supervisor would be notified. The Customer was satisfied.

The CA was counseled and will be monitored frequently for typing accuracy. In checking the CA's typing scores it was found that the CA has a typing speed of 62 wpm with 95% accuracy.

Service Complaints--CA Hung Up on Caller

Inquire Date 6/10/2003
Record ID 7691
Call Taken By Supervisor
CA Number 1153F
Responded By Matrika
Response Date 6/10/2003
Resolution 6/13/2003

Customer complained that the CA hung up on him. He said that after waiting for the CA to dial the number, there was no response.

The Supervisor informed the Customer that Customer Service would look into the matter and call the Customer back. Upon counseling, the CA explained that she placed the call for the Customer and as the call was ending the cord on her headset became wrapped around the chair. As a result, the cord was pulled out of the computer by mistake. The CA then called for a Supervisor for assistance.

The Assistant Operations Manager returned the call to the customer and left a message with the Customer's daughter explaining the reason for the disconnection. The Customer was satisfied.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 3/30/2004
Record ID 8169
Call Taken By Supervisor
CA Number
Responded By Derek
Response Date 3/27/2004
Resolution 3/27/2004***

A voice Customer complained that the CA was rude and hung up on her.

The Supervisor apologized for the Customer's inconvenience and asked for either a CA number or telephone number in order to determine which CA had handled her call. The customer then hung up.

Without the requested information, it was not possible to research this call further.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 3/24/2004
Record ID 8175
Call Taken By Lead CA
CA Number
Responded By Julie
Response Date 3/24/2004
Resolution 3/24/2004***

The customer said the CA disconnected his call.

The Lead CA apologized for the Customer's inconvenience and asked for either a CA number or telephone number in order to determine which CA had handled his call. The Customer's phone line had a lot of static and disconnected the Customer Service line as the Representative and the Customer were speaking.

It is not possible to research this call further unless the customer himself calls back to customer service.

***Service Complaint--Improperly
Handled ASL or Related
Culture Issues***

***Inquire Date 8/15/2003
Record ID 7977
Call Taken By Vice President
CA Number
Responded By Vice President
Response Date 8/15/2003
Resolution***

(Via email) Customer expressed that she has not been happy with Hamilton Relay Service for several years now. She feels that the CAs do not respond as quickly as they should because she often has to wait for a CA. She also feels that the CAs are not fluent in understanding ASL communication which often causes confusion during her relay calls.

Hamilton offered to schedule a meeting with the customer, a PSC representative and a Hamilton representative to discuss the situation and find a resolution. The party did not respond in order to resolve the complaint issues.

***Service Complaints--Improperly
Handled ASL or Related
Culture issues***

***Inquire Date 8/15/2003
Record ID 7978
Call Taken By Vice President
CA Number
Responded By Vice President
Response Date 8/15/2003
Resolution***

(Via email) Customer expressed that CAs are not fluent in understanding ASL communication which often causes confusion during her relay calls. Customer also expressed that the CAs do not respond as quickly as they should because he often has to wait for a CA.

Hamilton offered to schedule a meeting with the customer, a PSC representative and a Hamilton representative to discuss the situation and find a resolution. The party did not respond in order to resolve the complaint issues.



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Governor

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Gregory Coker
Commissioner

Christopher L. Lilly
Commissioner
Department of Public Protection

June 22, 2005

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

Dana Jackson
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room CY-C417
Washington, DC 20554
Dana.Jackson@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005
CG Docket 03-123

Dear Ms. Dortch and Ms. Jackson:

The Kentucky Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

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

Miscellaneous External Complaints
No Notice of How to Complain to FCC
CA Accuracy/Spelling/Verbatim
CA Gave Wrong Information
CA Did Not Keep User Informed
CA Misdialed Number

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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens
Branch Manager, Telecommunications
Kentucky Public Service Commission

Enclosure

Kentucky Relay Complaint Report

6/1/04 to 5/31/05

External Complaints-- Miscellaneous

***Inquire Date 11/21/04
Record ID 8568
Call Taken By Supervisor
CA Number
Responded By Chris
Response Date 11/21/04
Resolution 11/23/04***

Customer is having problems making and receiving calls through the relay.

Supervisor stated that the information would be sent to the technical department and that Customer Service would return the customer's call. Customer Service notified the technician that there may be a 711 access problem in the customer's area. Technical contacted the customer's local phone company and the 711 access issue was corrected. Customer Service called the customer and informed them that the 711 access line should now be available. Customer was satisfied.

Service Complaints--CA Accuracy/Spelling/Verbatim

***Inquire Date 10/7/04
Record ID 8482
Call Taken By Customer Service
Rep
CA Number 1237F
Responded By Barbara
Response Date 10/7/04
Resolution 10/8/04***

Customer called to complain that the CA was typing incorrect words in the conversation and that the meaning of the conversation had changed.

Customer Service apologized to the customer and requested that the customer fax a copy of the TTY tape to Customer Service. Customer Service received the fax and the TTY tape showed that the Voice user had the CA spell out the word K N O W, but in the same sentence the CA continued to type the word "no". It lead to confusion and misinterpretation of the conversation on the part of the TTY user. CA was counseled regarding verbatim and proper call procedures.

Service Complaints--CA Accuracy/Spelling/Verbatim

***Inquire Date 2/10/05
Record ID 8672
Call Taken By Lead CA
CA Number 1130F
Responded By Barbara
Response Date 2/10/05
Resolution***

Customer stated that the CA did not type verbatim.

Customer Service explained that everything the CA hears on a call is typed to the TTY user verbatim. The customer disagreed stating that the TTY user had a tape of the conversation and that the tape stated that the voice user said words that had not been said. Customer Service requested that the caller mail a copy of the TTY tape to the Customer Service office and assured the caller that the CA's supervisor would be informed. The customer stated that they would make note of all CA numbers in the future and was satisfied. The CA was counseled on typing verbatim and the customer did mail a copy of the TTY tape to the office. It appears that the CA typed verbatim but that perhaps there was some confusion in the conversation itself.

Service Complaints--CA Gave Wrong Information

***Inquire Date 11/10/04
Record ID 8557
Call Taken By Supervisor
CA Number 1130
Responded By Chris
Response Date 11/10/04
Resolution 11/10/04***

Customer wanted to report that the CA did not inform him of the correct information.

Supervisor attempted to collect more information , but the customer hung up. Customer Service is unable to follow-up with the customer due to a lack of follow-up information. The Supervisor counseled the CA on proper call procedures.

**Service Complaints--CA Hung
Up on Caller**

Inquire Date 5/18/05
Record ID 8813
Call Taken By Lead CA
CA Number 1370F
Responded By Sara
Response Date 5/18/05
Resolution 5/19/05

Customer stated that when they connected to the relay the CA hung up on them.

Customer Service was unable to return a call to the customer due to lack of follow-up information. Customer Service sent the customer's statement to the technical department for verification of disconnect. Technical determined that the call processed normally with the original caller disconnecting first.

**Service Complaints--CA Typing
Speed**

Inquire Date 8/16/04
Record ID 8378
Call Taken By Customer Service
Rep
CA Number 1194MT
Responded By Barbara
Response Date 8/16/04
Resolution 8/18/04

Customer complained that the CA continually asked him to repeat, no matter how slowly the customer was talking. Customer stated that the CA needed to be retrained in typing and listening.

Supervisor counseled the CA in proper call procedures and a refresher typing training. Customer was e-mailed of follow-up. CA typing speed was 62 WPM with 98% accuracy.

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

Inquire Date 2/20/05
Record ID 8694
Call Taken By Lead CA
CA Number 1343FT
Responded By Erin
Response Date 2/20/05
Resolution 2/20/05

Customer requested a Supervisor during the call and stated that the CA was taking too long leave a message on a TTY text pager.

Lead CA apologized to the customer and explained that the CA was required to follow specific procedures in processing the call. The technical department determined that the CA had not processed the call according to procedure. CA was counseled in processing a pager call properly and Customer Service informed the customer. Customer was satisfied.

CapTel--Complaints

Inquire Date 11/16/04
Record ID CT1168
Call Taken By PH
CA Number
Responded By PH
Response Date 11/16/04
Resolution 11/16/04

Customer thinks that the captioning is slow.

Customer service shared information on becoming accustomed with the CapTel. Customer was trying to adjust to hearing and reading captions simultaneously. Captioning speed is well above FCC requirements.

CapTel—Connection Issues

Inquire Date 4/14/05
Record ID CT1383
Call Taken By KM
CA Number
Responded By KM
Response Date 4/14/05
Resolution 4/14/05

Customer is having trouble getting disconnected and reconnected during calls.

Customer service suggested that the customer connects the CapTel directly to the phone jack rather than using a splitter. The customer had scheduled the telephone company to come out and check the line. The customer will call back and report the results.

CapTel—Connection Issues

Customer is having trouble getting disconnected and reconnected during calls.

Inquire Date 5/09/05

Record ID CT1438

Call Taken By JK

CA Number

Responded By JK

Response Date 5/09/05

Resolution 5/09/05

Customer service explained to the customer why the disconnect/reconnect might be occurring and shared information on how to reduce their occurrence.

CapTel-- Equipment

Customer is having trouble with the sound quality (echo sounds and static) when using CapTel.

Inquire Date 4/28/05

Record ID CT1384

Call Taken By KM

CA Number

Responded By KM

Response Date 5/02/05

Resolution 5/02/05

Customer is being sent a replacement handset. Customer will report back if this does not remedy the situation.



Ernie Fletcher
Governor

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Christopher L. Lilly
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June 19, 2006

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

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

- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
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- Improper Use of Call Release
- Speech to Speech Call Handling Problems
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- STS Break-Down
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Marlene H. Dortch
Pam Gregory
Federal Communications Commission
June 19, 2006
Page 3 of 3

Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens, CPA
Branch Manager
Telecommunications
Kentucky Public Service Commission

Enclosure

Kentucky Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

Service Complaints--CA Gave Wrong Information

Customer was concerned that the CA relayed incorrect information from directory assistance.

Inquire Date 01/11/2006
Record ID 9131
Call Taken By Supervisor
CA Number 1363
Responded By Tauna Seas
Response Date 01/11/2006
Resolution Date 01/11/2006

Supervisor apologized and offered to dial directory assistance. The directory assistance operator noted that there was no listing for the specified party. Customer was satisfied.

Service Complaints--Fraudulent/Harassment Call

Customer requested a copy of relay records.

Inquire Date 07/19/2005
Record ID 8892
Call Taken By Supervisor
CA Number
Responded By Derek
Response Date 07/19/2005
Resolution Date 07/20/2005

Supervisor explained that conversation records are not retained. Supervisor further explained that if a court order was attained, call records would be released to the Court.

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving prank calls through the relay and wanted to block relay calls.

Inquire Date 08/11/2005
Record ID 8920
Call Taken By Lead CA
CA Number
Responded By Karen
Response Date 08/11/2005
Resolution Date 08/11/2005

Lead CA explained that ADA and FCC rules for functional equivalency do not allow the relay to block calls. Lead CA suggested that the customer contact their local telephone company. Customer understood.

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving harassing phone calls and wanted the relay number blocked.

Inquire Date 09/12/2005
Record ID 8964
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 09/12/2005
Resolution Date 09/12/2005

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 call information to the Court. Customer understood.

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

***Inquire Date 04/18/2006
Record ID 9290
Call Taken By
CA Number
Responded By Babs Williams
Response Date 04/27/2006
Resolution Date 04/27/2006***

Customer had received a fraudulent phone call.

Customer Service suggested that the customer contact their local telephone company or law enforcement as that is our recommendation under these circumstances. Customer Service further explained that if the customer obtains a court order then we could release call information to the Court. Customer understood.

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

***Inquire Date 03/14/2006
Record ID 9353
Call Taken By Customer Service Manager
CA Number
Responded By Customer Service Manager
Response Date 03/14/2006
Resolution Date 03/14/2006***

Customer stated they were charged for placing a call to the relay.

Customer Service determined that the customer was in fact charged for a re-originating call which should have been processed as a "no-bill." Customer was reimbursed and satisfied.

***Service Complaints--CA Hung Up on
Caller***

***Inquire Date 08/19/2005
Record ID 8937
Call Taken By Supervisor
CA Number 1391F
Responded By Derek
Response Date 08/19/2005
Resolution Date 08/19/2005***

Customer stated that the CA hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered that the original caller hung up first. CA was counseled and customer was satisfied.

***Service Complaints--CA Hung Up on
Caller***

***Inquire Date 08/19/2005
Record ID 8938
Call Taken By Lead CA
CA Number 1292F
Responded By Chantell
Response Date 08/19/2005
Resolution Date 08/19/2005***

Customer stated that the CA hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered that the original caller hung up first. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

Customer stated that the CA hung up. Customer did not want a return call and declined to give call information.

***Inquire Date 04/10/2006
Record ID 9272
Call Taken By Lead CA
CA Number 1197
Responded By Cory
Response Date 04/10/2006
Resolution Date 04/10/2006***

Lead CA apologized to customer and proceeded to process remaining calls for the customer. The technical department investigated the disconnect. It was determined that the CA hung up due to no response from the calling party.

Service Complaints--CA Hung Up on Caller

Customer stated that the CA hung up. Customer did not want to give additional information and did not want to be contacted.

***Inquire Date 04/10/2006
Record ID 9273
Call Taken By Lead CA
CA Number 1117
Responded By
Response Date
Resolution Date***

Lead CA apologized for the inconvenience and placed the remaining calls for the customer. The technical department investigated and discovered that the CA pulled their headset out while the customer was still connected with no one on the terminating side. CA was counseled.

Service Complaints—Miscellaneous

Customer stated that the CA did not respond in a timely manner.

***Inquire Date 05/13/2006
Record ID 9322
Call Taken By Supervisor
CA Number 1121
Responded By Karen Griffin
Response Date 05/13/2006
Resolution Date***

Supervisor apologized and stated that the CA would be counseled. Customer's call was completed with a different CA. CA was counseled and customer was satisfied.

Technical Complaints-Miscellaneous

9-1-1 operator informed the CA that the incorrect dispatch center had been contacted in regards to the VCO user's location.

***Inquire Date 06/29/2005
Record ID 8873
Call Taken By Lead CA
CA Number 1193F
Responded By Chantell
Response Date 06/29/2005
Resolution Date 07/01/2005***

The 9-1-1 operator could not understand the VCO user because the VCO user was having trouble breathing and was unable to speak clearly. The VCO user disconnected. The 9-1-1 operator informed the CA that the VCO user was not routed through their dispatch center and gave the correct number to the relay. Dispatch was able to determine the VCO's address from their caller I.D. and an ambulance was dispatched to the VCO user's home. Customer Service forwarded the information to the technical department to review the routing numbers. The technical department reported that the number for the 9-1-1 dispatch had been corrected.

Technical Complaints—Miscellaneous

Customer stated that the CA did not respond after giving the number to dial.

Inquire Date 01/23/2006
Record ID 9150
Call Taken By
CA Number 1332F
Responded By Amy
Response Date 01/26/2006
Resolution Date 01/26/2006

Customer Service forwarded the information to the technical department. The technical department investigated and discovered that there were technical difficulties with the call. The technical problem was resolved immediately. Customer understood.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 07/01/2005
Record ID CT 711
Call Taken By KM
CA Number
Responded By KM
Response Date 07/06/2005
Resolution Date 07/06/2005

Explained possible causes and solutions of disconnect/reconnect. Initially customer confirmed eliminating chaining of CapTel and Caller ID, but then realized it happened again thus is contacting the telephone company.

CapTel Complaints

Dialing Issue - Phone line does not require 1 when dialing 800 number

Inquire Date 09/19/2005
Record ID CT 1363
Call Taken By DF
CA Number
Responded By DF
Response Date 09/19/2005
Resolution Date 09/19/2005

Tech Support modified the customer's call in number removing the "1" for their specific circumstance. Remedy provided.

CapTel Complaints

Dialing Issue - Phone line does not require 1 when dialing 800 number

Inquire Date 09/26/2005
Record ID CT 1414
Call Taken By MMo
CA Number
Responded By MMo
Response Date 09/26/2005
Resolution Date 09/26/2005

Technical Support made an adjustment to meet customer's specific needs. Problem resolved; Customer able to make outbound captioned call after this adjustment.

CapTel Complaints

Accuracy of captions

Inquire Date 09/29/2005
Record ID CT 1479
Call Taken By DF
CA Number
Responded By DF
Response Date 09/29/2005
Resolution Date 09/29/2005

Customer shared feedback regarding accuracy of captions. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate.

CapTel Complaints

Unable to make captioned calls

Inquire Date 01/17/2006
Record ID CT 2310
Call Taken By JK
CA Number
Responded By JK
Response Date 01/17/2006
Resolution Date 01/17/2006

Advised customer to check the phone line to be sure lines are connected. Several test calls were made and phone is now working.

CapTel Complaints

Billing – General

Inquire Date 01/23/2006
Record ID CT 2365
Call Taken By KM
CA Number
Responded By KM
Response Date 01/24/2006
Resolution Date 01/24/2006

Caller to CapTel user was assigned long distance carrier of choice and could then make successful long distance call to CapTel user.

CapTel Complaints

Inability for CapTel unit to reach data toll free number

Inquire Date 01/24/2006
Record ID CT 2382
Call Taken By DF
CA Number
Responded By DF
Response Date 01/24/2006
Resolution Date 01/24/2006

One of the telephone networks was blocking some traffic in error so that customer was unable to reach the Captioning Service successfully. Managers of the telephone network were made aware of customer difficulties for corrective action.

CapTel Complaints

Voice user unable to connect to CapTel Service Number

Inquire Date 02/06/2006
Record ID CT 2644
Call Taken By PH
CA Number
Responded By PH
Response Date 02/06/2006
Resolution Date 02/06/2006

After some test calls it was determined the problem was the result of network congestion which cleared up while test calls were being conducted.

CapTel Complaints

Echo Sounds - CapTel user hears

Inquire Date 02/14/2006
Record ID CT 2716
Call Taken By MMo
CA Number
Responded By MMo
Response Date 02/14/2006
Resolution Date 02/14/2006

Provided customer with suggestions for minimizing echo feedback on CapTel phone. This resolved problem.

CapTel Complaints

Billing – General

Inquire Date 02/20/2006
Record ID CT 2688
Call Taken By RW
CA Number
Responded By RW
Response Date 02/20/2006
Resolution Date 02/20/2006

Assigned long distance carrier of choice for this voice-in user.

CapTel Complaints

Technical – General

Inquire Date 02/28/2006
Record ID CT 2980
Call Taken By KM
CA Number
Responded By KM
Response Date 02/28/2006
Resolution Date 02/28/2006

Technical problem identified. Resolution believed to be the solution in progress.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 03/10/2006
Record ID CT 3211
Call Taken By MMo
CA Number
Responded By MMo
Response Date 03/10/2006
Resolution Date 03/10/2006

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 04/11/2006
Record ID CT 5219
Call Taken By MMo
CA Number
Responded By MMo
Response Date
Resolution Date 04/17/2006

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 04/14/2006
Record ID CT 5220
Call Taken By MMo
CA Number
Responded By MMo
Response Date
Resolution Date 04/17/2006

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.



Ernie Fletcher
Governor

Teresa J. Hill, Secretary
Environmental and Public
Protection Cabinet

Timothy J. LeDonne
Commissioner
Department of Public Protection

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

Mark David Goss
Chairman

John W. Clay
Commissioner

June 25, 2007

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

Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C408
Washington DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31,
2007 CG DOCKET NO. 03-123 and DA 07-2762

Dear Ms. Dortch and Ms. Alexander,

The Kentucky Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls

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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the

Marlene H. Dortch and Arlene Alexander
Federal Communications Commission
June 25, 2007
Page 2 of 3

exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find six complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens, CPA
Branch Manager
Telecommunications
Kentucky Public Service Commission

Kentucky Relay 2007 FCC Complaint Report

6/1/05 to 5/31/07

Service Complaints--CA Gave Wrong Information

Customer stated that the CA voiced incorrect information.

Supervisor apologized and stated CA would be counseled. CA was counseled and monitored frequently. Customer was satisfied.

Inquire Date 6/20/2006
Record ID 9370
Call Taken By Supervisor
CA Number 1116
Responded By Supervisor
Response Date 6/20/2006
Resolution 6/20/2006

Service Complaints--CA Hung Up on Caller

Customer stated that the CA hung up.

Supervisor apologized and stated that the call information would be forwarded to the technical department. The technical department discovered that the customer had disconnected. Customer was notified and satisfied.

Inquire Date 6/22/2006
Record ID 9368
Call Taken By Supervisor
CA Number 1304
Responded By Customer Service
Response Date 6/22/2006
Resolution 6/24/2006

Service Complaints--Fraudulent/Harassment Call

Customer had received a harassing call. Customer requested records of the 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 records to the Court. Customer was satisfied.

Inquire Date 6/2/2006
Record ID 9340
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 6/2/2006
Resolution 6/2/2006

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving fraudulent 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 records to the Court. Customer was satisfied.

Inquire Date 1/4/2007
Record ID 9586
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 1/4/2007
Resolution 1/4/2007

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

***Inquire Date 3/16/2007
Record ID 9739
Call Taken By Lead CA
CA Number
Responded By Customer Service
Response Date 3/16/2007
Resolution 3/16/2007***

Customer has been receiving harassing calls through the relay.

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

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

***Inquire Date 3/23/2007
Record ID 9750
Call Taken By Lead CA
CA Number
Responded By Customer Service
Response Date 3/23/2007
Resolution 3/23/2007***

Customer has been receiving fraudulent calls through the relay.

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

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

***Inquire Date 4/4/2007
Record ID 9778
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 4/4/2007
Resolution 4/4/2007***

Customer has been receiving harassing calls through the relay.

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

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

***Inquire Date 05/07/2007
Record ID 9807
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 05/07/2007
Resolution 05/07/2007***

Customer has been receiving fraudulent calls through the relay.

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

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

***Inquire Date 3/14/2006
Record ID 9353
Call Taken By Customer Service
Mgr
CA Number
Responded By Customer Service
Response Date 3/14/2006
Resolution 3/14/2006***

Customer stated they were charged for placing a call to the relay.

Customer Service apologized and determined that the customer was charged for a reoriginating call, which should been processed as "no-bill." Customer was reimbursed.

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

***Inquire Date 7/31/2006
Record ID 9406
Call Taken By Customer Service
CA Number 1268
Responded By Customer Service
Response Date 7/31/2006
Resolution 7/31/2006***

Customer stated that the CA processed the call poorly and did not follow procedures.

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

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

***Inquire Date 5/01/2007
Record ID 9895
Call Taken By Customer Service
CA Number
Responded By Chantell
Response Date 5/01/2007
Resolution***

Customer requested Windstream as their long distance carrier.

Customer Service explained that Windstream is not a participating carrier through the relay. Customer Service suggested a profile with an alternate provider. Customer refused and would not give contact information for themselves or the carrier. Windstream is still not a participating carrier as of 5/31/07.

CapTel Complaints

***Inquire Date 8/9/2006
Record ID 13158
Call Taken By MMo
CA Number
Responded By MMo
Response Date 8/9/2006
Resolution 8/9/2006***

Disconnect/Reconnect during calls

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 8/17/2006
Record ID 13801
Call Taken By DF
CA Number
Responded By DF
Response Date 8/17/2006
Resolution 8/17/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.

CapTel Complaints

Dialing Issue - Phone line does not require 1 when dialing 800 number

Inquire Date 2/15/2007
Record ID 28946
Call Taken By MP
CA Number
Responded By MP
Response Date 2/15/2007
Resolution 2/23/2007

Technical Support made adjustment to CapTel user's phone to enable outbound captioned calling.

CapTel Complaints

Service - General

Inquire Date 3/5/2007
Record ID 30238
Call Taken By MMo
CA Number
Responded By MMo
Response Date 3/5/2007
Resolution 3/5/2007

Technical problem identified. Resolution provided by network vendor.

CapTel Complaints

Service - General

Inquire Date 3/5/2007
Record ID 30010
Call Taken By LG
CA Number
Responded By LG
Response Date 3/5/2007
Resolution 3/5/2007

Technical problem identified. Resolution provided by network vendor.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 3/15/2007
Record ID 31249
Call Taken By JS
CA Number
Responded By JS
Response Date 3/15/2007
Resolution 3/15/2007

Reviewed with customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 3/23/2007

Record ID 32339

Call Taken By LG

CA Number

Responded By LG

Response Date 3/23/2007

Resolution 3/23/2007

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 4/20/2007

Record ID 34688

Call Taken By DF

CA Number

Responded By DF

Response Date 4/20/2007

Resolution 4/20/2007

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
