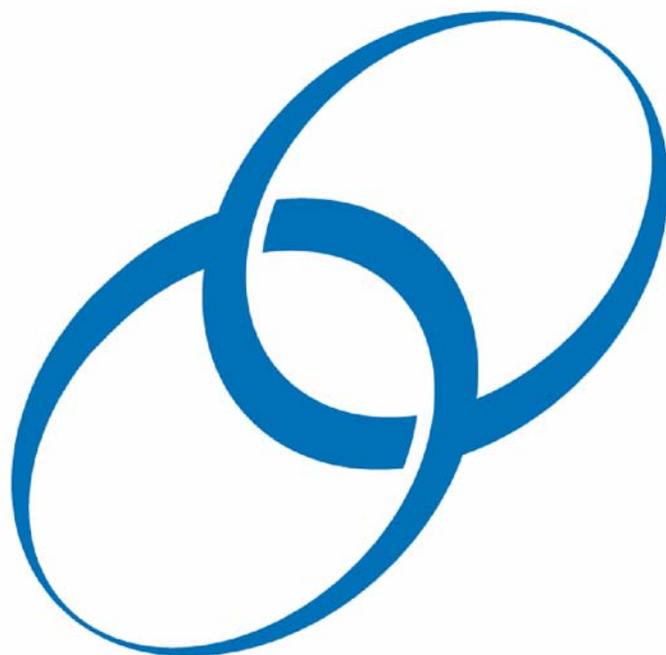


Appendix F Consumer Complaint Logs, 2006-2007



June 13, 2007

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

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

Dear Ms. Gregory,

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

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- 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 exception of two equal access complaints in which the carrier involved is still working to become a carrier through relay, one complaint about being unable to place a call through Relay using a Cingular cellular phone and two complaints in which customers using a Verizon Cellular Phone dial 7-1-1 and reach relay in a different state. Hamilton is working with these companies to resolve the above issues.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several 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 XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Relay Iowa 2007 FCC Complaint Report

6/1/06 to 5/31/07

**External Complaints--
Miscellaneous**

Customer stated that she has been receiving large long distance bills through the relay. Customer also stated that a CA would not repeat information that was missed during a call.

**Inquire Date 7/3/2006
Record ID 12085
Call Taken By Customer Service
Rep
CA Number 1909
Responded By Tina
Response Date 7/11/2006
Resolution 7/11/2006**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the calls were not being placed through the Relay Iowa. Customer was notified and satisfied.

**External Complaints--
Miscellaneous**

Customer stated CA was rude and did not have good vocal skills.

**Inquire Date 7/27/2006
Record ID 12074
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/28/2006
Resolution 7/28/2006**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the call had not been placed through Relay Iowa. Customer was notified and understood.

**External Complaints--
Miscellaneous**

Customer stated that he cannot get a call to go through on his US Cellular phone through the relay as CAs keep asking for a long distance provider so they can process the call. Customer stated that this happened before with his cell phone number.

**Inquire Date 9/26/2006
Record ID 12466
Call Taken By Lead CA
CA Number
Responded By Steve/Tina
Response Date 9/27/2006
Resolution 9/27/2006**

Lead CA stated that this information would be forwarded to Customer Service. Customer Service contacted customer and explained that the call was showing as normal line instead of a cell phone. Customer Service contacted the carrier, who stated that the issue would be resolved that day. Customer Service has been unable to reach the customer to inquire if US Cellular has resolved the issue.

**External Complaints--
Miscellaneous**

Customer stated that he is unable to place a call through the relay when using his Cingular Cell Phone.

**Inquire Date 10/20/2006
Record ID 12670
Call Taken By Lead CA
CA Number
Responded By Steve/Tina
Response Date 10/21/2006
Resolution**

Customer Service contacted the carrier in regards to this issue. Carrier refused to speak with Customer Service. Customer was directed to contact carrier to verify information and open a trouble ticket. There has been no return call from the customer in regards to this issue.

**External Complaints--
Miscellaneous**

Customer stated they reached Nebraska Relay when dialing 7-1-1 in Iowa, on their cell phone. Customer uses Verizon cell phone.

**Inquire Date 10/27/2006
Record ID 12672
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Gary
Response Date 10/27/2006
Resolution**

Customer Service stated that this is an issue with the cell phone tower and forwarded the information to the technical department. The technical department contacted the provider in regards to this issue. The carrier continues to work on this issue and until it is resolved, the customer is dialing the toll-free 800 number to connect to relay. Verizon was contacted again in May, 2007 and another message was left.

**External Complaints--
Miscellaneous**

Customer stated that they reach Kansas Relay when dialing 7-1-1 in Iowa, on their cell phone. Customer uses Verizon cell phone.

**Inquire Date 10/30/2006
Record ID 12671
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/30/2006
Resolution**

Customer Service e-mailed the customer to acquire additional call information and the customer's telephone number, so the relay could contact the carrier. There has been no further contact from the customer in regards to this issue.

**External Complaints--
Miscellaneous**

Customer stated that he is being billed for a call that he did not make and the carrier informed customer to contact the relay.

**Inquire Date 10/31/2006
Record ID 12674
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Diane
Response Date 10/31/2006
Resolution 10/31/2006**

Customer Service forwarded the call information to the technical department. The technical department discovered that the call was not placed through Relay Iowa. Customer Service directed the customer to the carrier, Sprint Long Distance and explained what needed to be clarified. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that she is unable to place a relay call using her Cingular Cell Phone.

**Inquire Date 11/8/2006
Record ID 12784
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/8/2006
Resolution 11/8/2006**

Customer Service explained that call is coming in on a normal line and not showing as a cell phone. Customer Service explained that relay has contacted Cingular in regards to this issue but the carrier will not verify information with the relay without the customer's permission. Customer Service asked the customer to contact Cingular to give permission to have the relay speak to the carrier in regards to their account and then inform the relay so that we may contact the carrier. Customer appreciated the information and understood. There has been no return call from customer or carrier.

**External Complaints--
Miscellaneous**

Inquire Date 12/22/2006
Record ID 12985
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/22/2006
Resolution 12/22/2006

Customer's mother-in-law has been unable to place a call using her relay equipment.

Customer Service placed several test calls to the mother-in-law. Customer Service reached the line with a fast busy or trouble signal. Customer Service contacted the customer and suggested that they contact their phone company to ensure that the phone line was functioning properly. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 1/3/2007
Record ID 13081
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/3/2007
Resolution 1/5/2007

Customer stated that he has been unable to reach the relay. Customer stated that he recently changed telephone service and it had not worked since then.

Customer Service directed the customer to their provider to check the telephone lines. Customer called back and stated that the telephone company was able to repair their line and relay calls work fine. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 1/12/2007
Record ID 13214
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Greg
Response Date 1/12/2007
Resolution 3/29/2007

Customer has been unable to process her calls through relay.

Customer Service forwarded the call information to the technical department. The technical department discovered that there is an issue with the number the customer was dialing. The technical department has reported the issue to the business that the customer was trying to reach, so that they may contact their provider. Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 2/12/2007
Record ID 13350
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Diane
Response Date 2/15/2007
Resolution 2/21/2007

Customer stated that each time she has placed a call through the relay, her profile did not appear. Customer stated she has been using 7-1-1 to place her call.

Assistant Operations Manager forwarded the information to the technical department. The technical department was unable to find calls for the customer through Relay Iowa. Customer Service called to verify call information and discovered that the customer was dialing 7-1-1 in the state of New Jersey. Customer Service explained how 7-1-1 works. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that when placing a call, most of the CAs do not identify or ask her to repeat the information.

**Inquire Date 3/26/2007
Record ID 13574
Call Taken By Customer Service
Rep
CA Number 5418
Responded By Tina
Response Date 3/26/2007
Resolution 3/28/2007**

Customer Service forwarded the information to the technical department and discovered that the calls are not coming through Relay Iowa. It was discovered that the customer was using 7-1-1 for New Jersey and calling to Iowa. Customer Service gave the appropriate customer service number for New Jersey Relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated that Qwest has incorrectly installed a phone line for the 2 Line CapTel phone. Customer is able to make or receive calls on regular CapTel, but has been unable to use the 2 line feature. Customer had concerns with their CapTel handset also.

**Inquire Date 4/1/2007
Record ID 13709
Call Taken By Program Mgr
CA Number
Responded By Jessica
Response Date 4/6/2007
Resolution 4/6/2007**

Relay Iowa Outreach Project Manager forwarded the information to Telecommunications Access of Iowa, who worked with Qwest and CapTel to resolve the customer's issues. Customer was satisfied.

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

Customer has been receiving fraudulent phone calls through Relay Iowa and inquired what could be done about the calls.

**Inquire Date 6/7/2006
Record ID 11768
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 6/7/2006
Resolution 6/7/2006**

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

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

Customer has been receiving fraudulent phone calls and inquired what could be done about the calls.

**Inquire Date 6/8/2006
Record ID 11841
Call Taken By Customer Service
CA Number
Responded By Tina Collingham
Response Date 6/8/2006
Resolution 6/8/2006**

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

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

***Inquire Date 7/7/2006
Record ID 11987
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/7/2006
Resolution 7/7/2006***

Customer has been receiving fraudulent calls and requested their number be blocked.

Supervisor 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--
Fraudulent/Harassment Call***

***Inquire Date 7/20/2006
Record ID 12053
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/20/2006
Resolution 7/20/2006***

Customer had received a fraudulent phone call.

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

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

***Inquire Date 8/9/2006
Record ID 12135
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/9/2006
Resolution 8/9/2006***

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

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 8/10/2006
Record ID 12209
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 8/10/2006
Resolution 8/10/2006***

Customer has been receiving harassing phone calls and wants to know what to do.

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

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

***Inquire Date 8/12/2006
Record ID 12212
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 8/12/2006
Resolution 8/12/2006***

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

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

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

***Inquire Date 8/16/2006
Record ID 12216
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/16/2006
Resolution 8/16/2006***

Customer has been receiving threatening calls and wanted to know what to do.

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

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

***Inquire Date 8/28/2006
Record ID 12226
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/28/2006
Resolution 8/28/2006***

Customer has been receiving harassing phone calls and requested their number be blocked.

Supervisor 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--
Fraudulent/Harassment Call***

***Inquire Date 9/2/2006
Record ID 12423
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 9/2/2006
Resolution 9/2/2006***

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

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

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

***Inquire Date 9/8/2006
Record ID 12426
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 9/8/2006
Resolution 9/8/2006***

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

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

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

***Inquire Date 10/1/2006
Record ID 12626
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 10/1/2006
Resolution 10/1/2006***

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 understood.

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

***Inquire Date 10/11/2006
Record ID 12625
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/11/2006
Resolution 10/11/2006***

Officer was investigating harassing phone calls.

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

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

***Inquire Date 11/2/2006
Record ID 12780
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 11/2/2006
Resolution 11/2/2006***

Customer is receiving harassing phone calls and wondered what to do.

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

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

***Inquire Date 11/21/2006
Record ID 12793
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/21/2006
Resolution 11/21/2006***

Customer has been receiving harassing phone calls.

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

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

***Inquire Date 12/13/2006
Record ID 12974
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 12/13/2006
Resolution 12/13/2006***

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

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

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

***Inquire Date 12/19/2006
Record ID 12981
Call Taken By Lead CA
CA Number
Responded By Steve
Response Date 12/19/2006
Resolution 12/19/2006***

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

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

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

***Inquire Date 1/15/2007
Record ID 13140
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/15/2007
Resolution 1/15/2007***

Customer has been receiving harassing phone calls through another relay provider.

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

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

***Inquire Date 1/17/2007
Record ID 13143
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 1/17/2007
Resolution 1/17/2007***

Customer has been receiving fraudulent phone calls and wondered what to do about them.

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

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

***Inquire Date 2/19/2007
Record ID 13358
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/19/2007
Resolution 2/19/2007***

Customer sure received a fraudulent call and wondered what to do.

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 2/24/2007
Record ID 13405
Call Taken By Supervisor
CA Number
Responded By BW
Response Date 2/24/2007
Resolution 2/24/2007***

Customer is receiving harassing calls through the relay and wanted to know how to block their number.

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--
Fraudulent/Harassment Call***

***Inquire Date 3/5/2007
Record ID 13514
Call Taken By Customer Service
Rep
CA Number
Responded By Jessica
Response Date 3/7/2007
Resolution 3/7/2007***

Customer has been receiving harassing phone calls and wanted to know how to make them stop.

Relay Iowa Outreach Project Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Iowa Outreach Project Manager 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***

Customer has been receiving harassing calls through the relay and wondered what to do about them.

***Inquire Date 5/1/2007
Record ID 13877
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 5/1/2007
Resolution 5/1/2007***

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 understood.

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

Customer has been receiving harassing or fraudulent calls at least 2 or 3 times a day and wondered what could be done.

***Inquire Date 5/31/2007
Record ID 13933
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 5/31/2007
Resolution 5/31/2007***

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Relay Iowa or another Relay provider. Supervisor 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.

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

Customer stated that a friend was attempting to place a call through the relay and was connected to the CA but the CA never typed to them on their VCO phone. Customer stated that CA said the call could not be placed.

***Inquire Date 7/17/2006
Record ID 12075
Call Taken By Customer Service
Rep
CA Number 6318
Responded By Tina
Response Date 7/28/2006
Resolution 7/28/2006***

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

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

Customer stated that the connection to the relay was too slow. Customer stated that her call comes in through the voice line and then is switched to TTY and then to VCO.

***Inquire Date 10/23/2006
Record ID 12668
Call Taken By Lead CA
CA Number
Responded By Janet/Tina
Response Date 10/24/2006
Resolution 10/24/2006***

Lead CA apologized for this issue and stated that Customer Service would contact the customer in regards to this issue. Customer Service left a message for customer about setting up a profile with the relay. There has been no return call from customer to set up the profile.

**Technical Complaints--711
Problems**

Inquire Date 9/27/2006
Record ID 12443
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/27/2006
Resolution 9/27/2006

Customer stated she was unable to dial 7-1-1 from the office.

Customer Service gave customer the toll free voice number and stated to have the office telephone administrator contact the relay to help set up the translation number for 7-1-1 in the office PBX. Customer declined but was satisfied.

**Technical Complaints--711
Problems**

Inquire Date 3/22/2007
Record ID 13556
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/22/2007
Resolution 3/22/2007

Customer stated that 7-1-1 does not work when calling from their office PBX.

Supervisor gave customer the toll free access number to reach the relay and explained to have the telephone administrator to contact the relay for translation information. Customer understood.

**Technical Complaints--
Miscellaneous**

Inquire Date 7/19/2006
Record ID 12052
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 7/20/2006
Resolution 7/20/2006

Customer has been unable to place a call to her daughter who has a VCO profile through the relay.

Customer Service placed test calls to the daughter and discovered an error with the profile set-up and corrected the issue. Customer Service placed a test call that went through correctly. The mother was notified and satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 8/3/2006
Record ID 12206
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/3/2006
Resolution 8/12/2006

Customer stated that whenever he places a call through the relay he is always routed to the Supervisor and experiences delays when calling. Customer believes it is because of the way that his number identifies to the relay from the office.

Customer Service explained that this is happening as his number displays as ###-000-0000. The relay's system will not accept this number, so the CA must follow a different procedure. The procedure requires the relay to acquire the true ANI and the number to dial from the customer. The customer is dialing from an office PBX. The customer works in the office phone technical department and has been unable to change the PBX at this time. Customer understands that the relay has addressed this issue.

**Technical Complaints--
Miscellaneous**

Inquire Date 9/26/2006
Record ID 12442
Call Taken By Customer Service
Rep
CA Number 6161
Responded By Tina
Response Date 9/27/2006
Resolution 9/27/2006

Customer stated that information was repeating on their screen and they were receiving double words and letters from CA.

Customer Service stated that the technical department would investigate the workstation. Customer did not want a follow up and was satisfied. The technical department did not discover any issues with the workstation. No further testing could be done.

**Technical Complaints--
Miscellaneous**

Inquire Date 10/23/2006
Record ID 12669
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/24/2006
Resolution 10/24/2006

Customer stated that the profiles he set up were not working correctly through the relay.

Customer Service verified that the profiles were in the system and set correctly. The technical department investigated and discovered that the customer was dialing in through the voice number, so his profile was not appearing at the workstation. Customer Service notified the customer that the profiles were reset in the database.

**Technical Complaints--
Miscellaneous**

Inquire Date 2/22/2007
Record ID 13418
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 2/23/2006
Resolution 5/14/2007

Customer is unable to dial Qwest through the relay, and states when CA does get the call to go through that they are only able to hold for 3 minutes and then the call is disconnected from relay.

Customer Service apologized and stated that this information would be forwarded to technicians and test calls would be made. Customer understood. Test calls discovered that Qwest main number is unable to be dialed through relay and when using Relay re-originating number to place the call it is disconnected after 3 minutes. The technical department has resolved this issue.

**Technical Complaints--
Miscellaneous**

Inquire Date 3/30/2007
Record ID 13584
Call Taken By Customer Service
CA Number
Responded By Michelle/Tina
Response Date 3/30/2007
Resolution 5/28/2007

Customer is unable to dial the Services for the Blind through the relay.

Supervisor stated that this information would be forwarded to technicians. Customer Service forwarded information to technicians after placing test calls. A terminating profile was set up for the Services for the Blind to allow calls to go through the relay.

**Technical Complaints—
Miscellaneous**

Inquire Date 4/13/2007
Record ID 13721
Call Taken By Customer Service
Rep
CA Number
Responded By Michelle
Response Date 4/13/2007
Resolution 5/4/2007

Customer stated that the CA was unable to dial Qwest through the relay.

Supervisor apologized and forwarded the call information to the technical department. The technical department has worked with Qwest to resolve this issue. Customer was satisfied.

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

Inquire Date 6/21/2006
Record ID 11864
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 6/21/2006
Resolution 6/29/2006

Customer requested a profile be set up with HTC Global Reach as their long distance provider.

Assistant Operations Manager explained that HTC Global Reach was not a participating provider through the relay. Assistant Operations Manager offered to set up a profile for a different carrier, but the customer refused. Assistant Operations Manager stated that relay would contact HTC Global Reach. HTC Global Reach is now a participating carrier through the relay. Customer was notified and satisfied.

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

Inquire Date 7/14/2006
Record ID 12088
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Joanne
Response Date 7/14/2006
Resolution 8/2/2006

Customer requested a profile with Hickory Tech as their long distance carrier.

Customer Service explained that Hickory Tech was not a participating carrier through the relay and acquired the information needed to set up a profile for the customer. The carrier has been contacted by the technical department. Hickory Tech is now a participating carrier through the relay. Customer was notified and satisfied.

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

Inquire Date 7/27/2006
Record ID 12086
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Joanne
Response Date 7/27/2006
Resolution

Customer requested a profile with Pioneer as their long distance carrier. Customer also had received a VCO phone and had questions about how to connect the equipment.

Customer Service explained how to connect the equipment. Customer Service also explained that Pioneer was not a participating carrier through the relay and acquired the information to set up a profile for the customer. The carrier was contacted by the technical department. The technical department continues to work with the carrier. The customer will be notified when the carrier has become a participating carrier through the relay. Customer profile was implemented with connect mode and alternate carrier of choice. Pioneer was contacted again in late May and is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 7/28/2006
Record ID 12090
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Joanne
Response Date 7/31/2006
Resolution 8/2/2006**

Customer requested a carrier of choice profile for Western Iowa Long Distance.

Customer Service explained that this carrier is not a participating provider with the relay and stated that the relay would contact the carrier. Customer Service suggested that the customer contact the carrier also. Customer understood and carrier was contacted by the technical department. Western Iowa is now a participating carrier through the relay. Profile information was implemented and customer was notified.

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

**Inquire Date 7/31/2006
Record ID 12089
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/31/2006
Resolution 8/2/2006**

Customer has client that has changed long distance carriers from Qwest to Hickory Tech.

Customer Service explained that Hickory Tech was not a participating provider through the relay and acquired the information needed to set up a profile for the customer. The carrier has been contacted by the technical department. Hickory Tech is now a participating carrier through the relay. Customer was notified and satisfied.

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

**Inquire Date 9/5/2006
Record ID 12472
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/5/2006
Resolution 10/6/2006**

Customer stated that she has been unable to place a long distance call through the relay using Local Media when dialing 7-1-1.

Supervisor gave customer the relay's toll free number and stated that Local Media.Com is not a participating carrier through the relay. Supervisor requested additional information so that Customer Service could contact their carrier. Customer refused. Customer Service has been unable to attain a contact for Local Media.Com. There has been no callback in regards to this issue. Local Media is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 9/10/2006
Record ID 12427
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 9/12/2006
Resolution 9/12/2006**

Customer requested WCTA as their long distance carrier through the relay.

Lead CA explained that WCTA is not a participating carrier through the relay and that another carrier would need to be picked at this time. Customer Service obtained the required information and a profile was set to enable relay calls. WCTA has been contacted, but is not a participating carrier through the relay. Customer was satisfied. WCTA is now a participating carrier through the relay. Customer has a profile with WCTA as a reseller.

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

**Inquire Date 12/18/2006
Record ID 13003
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/18/2006
Resolution 1/19/2007**

Customer requested a profile be set up for automatic VCO connection with Frontier as their long distance provider.

Customer Service stated that the profile would be set up but that Frontier was currently not a participating carrier. Customer Service contacted Frontier. Customer Service received the letter of authorization on 1/5/07. The technical department is attempting to set up testing with Frontier. When testing is complete, the profile will be sent and customer will be notified. Testing is complete and profile has been set up for customer. Customer was notified of update.

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

**Inquire Date 3/9/2007
Record ID 13590
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Barb
Response Date 3/9/2007
Resolution**

Customer wanted to know how their inmate would be able to place a call using the relay when they have ICN as their long distance provider, which is unavailable through the relay. Customer inquired about use of a calling card through the relay or other billing options.

Customer Service explained to customer that ICN was not available and offered different billing options, including another carrier. Customer declined offer at this time. Customer Service continues to work with the carrier to become a participating provider through the relay. ICN is still not a participating carrier as of 5/31/2007.

CapTel Complaints

**Inquire Date 12/26/2006
Record ID 23276
Call Taken By RP
CA Number
Responded By RP
Response Date 12/26/2006
Resolution 12/26/2006**

Billing - General

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

June 26, 2006

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

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

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

Dear Ms. Dortch and Ms. Gregory,

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

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure

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

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

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

Sincerely,

Relay Iowa 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

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

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

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

External Complaints—Miscellaneous

Inquire Date 10/30/2005

Record ID 10436

Call Taken By Customer Service Rep

CA Number

Responded By Vicki Hawthorne

Response Date 10/30/2005

Resolution Date 10/30/2005

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

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

External Complaints—Miscellaneous

Inquire Date 10/31/2005

Record ID 10451

Call Taken By Lead CA

CA Number

Responded By Jody Kent

Response Date 10/31/2005

Resolution Date 10/31/2005

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

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

External Complaints—Miscellaneous

Inquire Date 12/14/2005

Record ID 10674

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 12/14/2005

Resolution Date 12/14/2005

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

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

External Complaints—Miscellaneous

Inquire Date 12/26/2005

Record ID 10777

Call Taken By Lead CA

CA Number

Responded By Michelle M./Steve

Response Date 12/27/2005

Resolution Date 12/27/2005

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

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

External Complaints—Miscellaneous

Inquire Date 02/10/2006

Record ID 10991

Call Taken By Supervisor

CA Number

Responded By Tina Collingham

Response Date 02/13/2006

Resolution Date

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

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

External Complaints—Miscellaneous

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

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

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

Service Complaints--CA Typing

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

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

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

Service Complaints--CA Typing

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

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

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

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

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

Customer has been receiving fraudulent phone calls through the relay.

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

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

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

Customer has been receiving harassing phone calls through Relay Iowa.

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

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

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

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

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

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

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

Customer has been receiving fraudulent phone calls through the relay.

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

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

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

Customer has received fraudulent phone calls.

Assistant Operations Manager thanked the customer for making the relay aware of this issue and suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Customer has been receiving scam calls through Relay Iowa. Customer wanted the relay to be aware of this issue.

***Inquire Date 10/18/2005
Record ID 10355
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/18/2005
Resolution Date 10/18/2005***

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

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

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

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

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

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

Customer has been receiving harassing phone calls through Relay Iowa on her cell phone and would like these calls blocked.

***Inquire Date 12/02/2005
Record ID 10806
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 12/07/2005
Resolution Date 12/07/2005***

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

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

Customer has been receiving fraudulent calls, but is unsure which relay service the calls are being placed by.

***Inquire Date 12/16/2005
Record ID 10679
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 12/16/2005
Resolution Date 12/16/2005***

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

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

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

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

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

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

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

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

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

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

Customer has been receiving fraudulent calls through the relay.

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

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

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

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

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

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

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

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

Customer's client has been receiving harassing telephone calls through the relay.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the client was able to obtain a court order, then call information could be released to the Court. Customer understood.

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

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

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

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

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

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

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

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

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

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

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

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

Service Complaints--Didn't Follow Policy/Procedure

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

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

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

Service Complaints--Ringling/No Answer

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

Customer stated that the relay took too long to answer.

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

Service Complaints--Ringling/No Answer

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

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

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

Technical Complaints--Connect Time (TTY/Voice)

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

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

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

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

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

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

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

Service Complaints—Miscellaneous

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

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

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

Service Complaints—Miscellaneous

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

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

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

Service Complaints—Miscellaneous

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

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

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

Service Complaints—Miscellaneous

Inquire Date 11/03/2005

Record ID 10537

Call Taken By Operations Mgr

CA Number 6664

Responded By Diane Taylor/Tina Collingham

Response Date 11/03/2005

Resolution Date 11/17/2005

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

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

Service Complaints—Miscellaneous

Inquire Date 01/21/2006

Record ID 10963

Call Taken By Lead CA

CA Number

Responded By Jody Kent

Response Date 01/21/2006

Resolution Date 01/21/2006

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

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

Service Complaints—Miscellaneous

Inquire Date 01/26/2006

Record ID 10874

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 01/26/2006

Resolution Date

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

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

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

Inquire Date 01/16/2006

Record ID 10954

Call Taken By Operations Mgr

CA Number 6239

Responded By Diane Taylor/Tina Collingham

Response Date 01/18/2006

Resolution Date 01/18/2006

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Technical Complaints--Line Disconnected

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

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

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

Technical Complaints--Busy Signal/Blockage

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

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

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

Technical Complaints—Miscellaneous

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

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

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

Technical Complaints—Miscellaneous

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

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

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

Technical Complaints—Miscellaneous

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

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

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

Technical Complaints—Miscellaneous

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

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

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

Technical Complaints—Miscellaneous

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

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

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

Technical Complaints—Miscellaneous

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

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

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

Technical Complaints--711 Problems

Inquire Date 11/11/2005

Record ID 10573

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 11/23/2005

Resolution Date 11/23/2005

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

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

Technical Complaints--711 Problems

Inquire Date 03/24/2006

Record ID 11339

Call Taken By Lead CA

CA Number

Responded By Tina Collingham

Response Date 03/25/2006

Resolution Date 06/08/2006

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

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

Technical Complaints--711 Problems

Inquire Date 04/24/2006

Record ID 11527

Call Taken By Lead CA

CA Number

Responded By Tina Collingham

Response Date 04/25/2006

Resolution Date

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

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

Technical Complaints--711 Problems

Inquire Date 05/09/2006

Record ID 11689

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 05/09/2006

Resolution Date 06/08/2006

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

Technical Complaints--711 Problems

Inquire Date 05/11/2006

Record ID 11690

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 05/11/2006

Resolution Date 06/08/2006

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

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