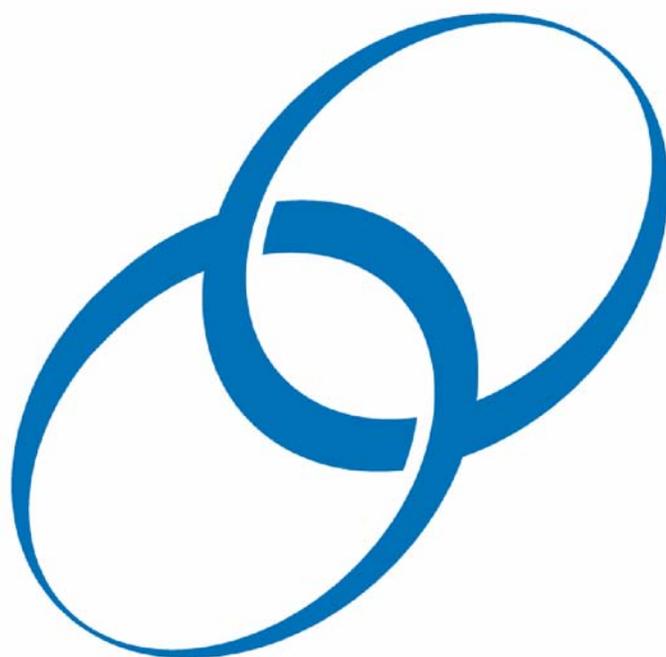


**Appendix F  
Consumer Complaint Logs,  
2006-2007**



**Idaho**  
Relay

June 26, 2006

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

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> 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 Idaho Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Idaho to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Idaho. The State of Idaho'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 an equal access complaint 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,

# ***Idaho Relay 2006 FCC Complaint Report***

***6/1/05 to 5/31/06***

---

## ***External Complaints—Miscellaneous***

***Inquire Date 06/14/2005  
Record ID 9373  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/20/2005  
Resolution Date 06/20/2005***

Customer stated that the CA was rude and used foul language with the caller. Customer did not know the CA number.

Relay Manager apologized to the customer and stated that she would try to identify the CA. Customer Service discovered that the call was not placed through Hamilton Relay. Customer Service attempted to contact the customer to inform the customer of this information but has been unable to reach the customer.

---

## ***External Complaints—Miscellaneous***

***Inquire Date 09/02/2005  
Record ID 10107  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 09/02/2005  
Resolution Date 09/02/2005***

Customer had received a scam call through AT & T.

Because the customer stated the calls were coming from another Relay Service Provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service 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 06/01/2005  
Record ID 9366  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 06/01/2005  
Resolution Date 06/01/2005***

Customer has been receiving harassing phone calls through IP Relay and wants the calls to stop.

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

---

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

***Inquire Date 06/07/2005  
Record ID 9369  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/07/2005  
Resolution Date 06/07/2005***

Customer has been receiving harassing or fraudulent phone calls through the relay. Customer was unsure which relay is placing the calls. She was instructed to dial 711 to obtain the Customer Service number for her State Relay Center.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling. It is not known if this call was placed through Idaho Relay or another Relay Service 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 was pleased.

---

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

Customer has been receiving harassing phone calls through a relay service. Customer would like to find out who has been placing these calls.

***Inquire Date 06/11/2005  
Record ID 9370  
Call Taken By Supervisor  
CA Number  
Responded By Donte Bibbins  
Response Date 06/11/2005  
Resolution Date 06/11/2005***

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling. It is not known if this call was placed through Idaho Relay or another Relay Service 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 law enforcement. Because of confidentiality laws we are unable to release call information. Supervisor further explained that if the customer obtains a court order, the call information would be released to the Court. Customer was pleased.

---

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

Detective has reported fraudulent phone issues to law enforcement. Detective requested subpoena information.

***Inquire Date 03/17/2006  
Record ID 11233  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/17/2006  
Resolution Date 03/17/2006***

Customer Service faxed subpoena information. Detective was satisfied.

---

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

Customer was trying to place a call using his calling card. CA stated he was not sure if the call could be processed and never attempted to place the call.

***Inquire Date 07/28/2005  
Record ID 9735  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 07/28/2005  
Resolution Date 07/28/2005***

Lead CA explained that the call could be placed and asked the customer to redial to the relay so that the call could be placed. Customer did not know the CA number. Lead CA assured the customer that all CAs would be counseled on calling card calls. Customer understood and there has been no further contact from the customer. Customer Service counseled all CAs in regards to this issue.

---

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

Customer inquired how to place a TTY to TTY call through the relay using a pre-paid calling card. Customer stated that CA informed her that this call was not able to be processed through the relay.

***Inquire Date 02/04/2006  
Record ID 10988  
Call Taken By Lead CA  
CA Number 1375  
Responded By Tina Collingham  
Response Date 02/06/2006  
Resolution Date 02/09/2006***

Lead CA stated that this call should go through and that the relay is able to process these types of call. Customer Service left a message informing the customer that the CA had been counseled. Customer called back and wanted instructions on how to use the card through the relay. Customer Service explained how the call works and also assisted the customer with questions on a garbling issue. Customer was satisfied.

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

***Inquire Date 04/30/2006***  
***Record ID 11566***  
***Call Taken By Lead CA***  
***CA Number 5100***  
***Responded By Tina Collingham***  
***Response Date 05/03/2006***  
***Resolution Date***

Customer stated that he was trying to place a call using an MCI calling card and waited approximately 10 minutes with no response from CA. Customer had given the CA the calling card information and the number to dial. Customer had his grandson pick up the phone to speak to the CA and no CA was on the line.

Lead CA apologized and stated that the information would be investigated. Customer Service forwarded the information to the technical department. The technical department investigated and discovered that the CA had called for assistance and processed the call. After no response from the customer, the other party disconnected and the call was released. Customer Service left a message on customer's answering machine notifying customer of the technical findings.

---

***Service Complaints—Miscellaneous***

***Inquire Date 09/03/2005***  
***Record ID 10108***  
***Call Taken By Supervisor***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 09/08/2005***  
***Resolution Date 09/08/2005***

Customer was upset because his call to 00 will not go through to MCI correctly.

Supervisor explained that he had reached Hamilton Relay's Louisiana Center and due to the phone line damage throughout Louisiana with Hurricane Katrina some calls have not been processing correctly. Supervisor apologized to the customer for the inconvenience and tried several times to place the call for the customer without success. Customer was upset. Customer Service placed a return call and was unable to reach the customer. Customer Service mailed the customer a letter explaining the issue and information for the customer to place calls through Hamilton Relay Interstate service until the phone lines in the state were fully operational in the Louisiana area. Letter was mailed on 9/8/05.

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***Service Complaints—Miscellaneous***

***Inquire Date 03/17/2006***  
***Record ID 11256***  
***Call Taken By At the Workstation***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 03/21/2006***  
***Resolution Date 03/21/2006***

Customer was attempting to place a collect call from the Inmate Facility. When the CA dialed forward all they could reach was the international operator. Customer stated to please have Customer Service contact the Inmate Facility in regards to this issue.

Supervisor stated that this information would be forwarded to Customer Service. Customer was satisfied. Customer Service verified the profile information for the Inmate Facility was set correctly in the database and contacted the Inmate Facility to confirm that their profile was set correctly in the system. Customer Service left message in regards to this issue with the technicians and there has been no return call from the Inmate Facility in regards to this issue.

---

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

***Inquire Date 06/17/2005***  
***Record ID 9519***  
***Call Taken By Customer Service Rep***  
***CA Number***  
***Responded By Tina Collingham***  
***Response Date 06/23/2005***  
***Resolution Date***

Customer received a bill from AT&T that was incorrectly billed through the relay. Customer stated his carrier is ATC Communications.

Customer Service apologized to the customer and asked to have a copy of the bill mailed to the relay. Customer Service received the bill from the customer and reimbursement was sent to the customer. Customer Service contacted the carrier and forwarded the information to the technical department. The technical department has been in contact with ATC Communications about becoming a provider through the relay. Customer was satisfied. At this time, ATC Communications is still not a participating carrier through the relay.

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

**Inquire Date 04/07/2006**  
**Record ID 11510**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 04/11/2006**  
**Resolution Date 04/11/2006**

Customer was with the Idaho Prison/Inmate system. They had selected a different carrier for the State of Idaho Prison System and needed to change their profile to TNCL.

Customer Service stated that the relay would contact the carrier because they were not a participating provider through the relay. Customer Service explained that once a letter of authorization was received, the profile would be updated. Customer Service received the needed information, updated the profile for the telephone numbers given and notified the prison system. The prison system stated that they would like to have more numbers profiled and will forward these numbers to Customer Service. Customer Service has been in contact with the prison system and has not received the numbers at this time.

---

**Technical Complaints--711 Problems**

**Inquire Date 01/26/2006**  
**Record ID 10883**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Jody Kent**  
**Response Date 01/26/2006**  
**Resolution Date 01/26/2006**

Customer has been unable to reach the relay using 7-1-1. The telephone number rings busy. Customer stated the calls are being placed from an institution.

Lead CA stated the telephone number may not be translated at the institution switchboard correctly and gave the customer the toll free number to access the relay. Customer was satisfied. Customer Service did not have contact information and was unable to contact the telephone administrator at the institution.

---

June 13, 2007

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> 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 Idaho Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Idaho to provide Telecommunications Relay Service.

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

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- 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 one equal access complaint in which the carrier involved is still working to become a carrier through relay and two technical issues in which Hamilton's technical department is working on correcting.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find three 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,

# ***Idaho Relay 2007 FCC Complaint Report***

***6/1/06 to 5/31/07***

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***External Complaints--  
Miscellaneous***

Customer stated that the CA was unable to connect VCO. Customer also stated that she had recently experienced difficulties with her equipment.

***Inquire Date 6/15/2006  
Record ID 11891  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 6/15/2006  
Resolution 6/15/2006***

Customer Service assisted the customer with her equipment and forwarded the call information to the technical department and discovered that the CA number was not an Idaho Relay CA. Customer was notified and satisfied.

---

***External Complaints--  
Miscellaneous***

Customer stated he had received various e-mails from an Outreach Coordinator and questioned if this type of e-mail was company policy.

***Inquire Date 10/18/2006  
Record ID 12555  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb/Anne  
Response Date 10/18/2006  
Resolution 10/18/2006***

Relay Manager apologized and stated that the Outreach Coordinator would be counseled. Outreach Coordinator was counseled and customer notified.

---

***External Complaints--  
Miscellaneous***

Customer was trying to place a call to a cell phone but the phone only rang once and then disconnected.

***Inquire Date 10/24/2006  
Record ID 12559  
Call Taken By Lead CA  
CA Number  
Responded By Steph  
Response Date 10/24/2006  
Resolution 10/24/2006***

Lead CA attempted to dial the number direct and the same thing occurred. Lead CA explained why this could happen and suggested that the customer may want to attempt their call later. Customer was satisfied.

---

***External Complaints--  
Miscellaneous***

Customer has been unable to reach his friend's cell phone. Customer continues to reach a recording from the cell phone provider.

***Inquire Date 2/5/2007  
Record ID 13278  
Call Taken By Lead CA  
CA Number  
Responded By Steph  
Response Date 2/5/2007  
Resolution 2/5/2007***

Lead CA explained that the recording was from the cell phone provider and directed them to the cell phone provider. Customer understood.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 3/10/2007  
**Record ID** 13475  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Steph  
**Response Date** 3/10/2007  
**Resolution** 3/10/2007

Customer stated that he was receiving a recording through the relay when placing his call.

Lead CA placed a test call and discovered that the call went through fine. Lead CA suggested that the customer may want to try the call again. Customer placed the call again without difficulties. Customer was satisfied.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 3/26/2007  
**Record ID** 13535  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/26/2007  
**Resolution** 3/26/2007

Customer states they are being disconnected when receiving calls. Customer does not receive any typing. Customer hears a recording that says "If you would like to make a call please hang up and try your call again." Customer had questions about the relay and auto answer.

Customer Service stated if someone calls directly to customer without using relay, that the other party can hang up and you may still receive the recording. Customer Service answered the customer's questions in regards to relay and auto answer. Customer was satisfied.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 5/2/2007  
**Record ID** 13808  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 5/2/2007  
**Resolution** 5/2/2007

Customer stated they were unable to connect to a call this morning.

Customer Service forwarded the information to the technical department. The technical department discovered that the call was not placed through the relay. Customer was satisfied.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 5/27/2007  
**Record ID** 13925  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Jody  
**Response Date** 5/27/2007  
**Resolution** 5/27/2007

Customer stated that when her son calls through Nevada Relay she receives garble, but not through Idaho Relay.

Supervisor gave the customer service number for Nevada Relay. Customer was satisfied

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

Customer stated that the CA disconnected their call while they went to get a drink. Customer stated they were away from the TTY for 5 minutes.

***Inquire Date 2/19/2007  
Record ID 13297  
Call Taken By Lead CA  
CA Number  
Responded By Steph  
Response Date 2/19/2007  
Resolution 2/19/2007***

Lead CA explained the policy/procedure that if a CA does not get a response after 1 minute then the call is disconnected due to no response. Customer understood.

---

***Service Complaints--Poor Vocal  
Clarity/Enuciation***

Customer stated that this was her first time using the relay and stated that the CA sounded robotic.

***Inquire Date 2/8/2007  
Record ID 13279  
Call Taken By Operations Mgr  
CA Number 5022  
Responded By Diane  
Response Date 2/8/2007  
Resolution 2/8/2007***

Assistant Operations Manager explained relay and how it works and apologized. Assistant Operations Manager stated that the CA would be counseled. CA was counseled and customer understood.

---

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

Customer received a fraudulent call and wondered what to do.

***Inquire Date 10/23/2006  
Record ID 12558  
Call Taken By Program Mgr  
CA Number  
Responded By Barb  
Response Date 10/23/2006  
Resolution 10/23/2006***

Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay 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 affected by fraudulent relay calls and would like their number blocked.

***Inquire Date 11/28/2006  
Record ID 12825  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 11/28/2006  
Resolution 11/28/2006***

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

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

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

***Inquire Date 11/28/2006  
Record ID 12826  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 11/28/2006  
Resolution 11/28/2006***

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

Customer stated that the CA dialed the number incorrectly when he tried to place a call on his Hamilton Relay pre-paid calling card.

***Inquire Date 7/19/2006  
Record ID 12002  
Call Taken By Lead CA  
CA Number 1116  
Responded By Tina  
Response Date 7/20/2006  
Resolution 7/20/2006***

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

---

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

Customer stated that recently he has had difficulty with the CAs properly processing relay calls using his Hamilton pre-paid calling card.

***Inquire Date 2/26/2007  
Record ID 13419  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane/Tina  
Response Date 2/26/2007  
Resolution 2/26/2007***

Assistant Operations Manager apologized and stated that the CAs would be counseled on the procedure. Customer Service placed a test call and checked the pre-paid calling card to ensure everything was working correctly. Everything worked properly. Customer was notified and satisfied.

---

***Service Complaints--  
Miscellaneous***

Customer stated that the CA was not able to dial 211 for Health and Human Services. Customer asked for a Supervisor.

***Inquire Date 5/10/2007  
Record ID 13926  
Call Taken By Supervisor  
CA Number  
Responded By Tauna  
Response Date 5/15/2007  
Resolution 5/15/2007***

Supervisor apologized and located the 10-digit number for 211 and had the CA place the call. Customer was satisfied and 211 listing was posted.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 7/6/2006  
**Record ID** 11962  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Diane  
**Response Date** 7/6/2006  
**Resolution** 7/6/2006

Customer stated that a couple of times recently, they were unable to connect to the relay.

Assistant Operations Manager apologized and discovered that the customer was receiving the busy message from the relay. Assistant Operations Manager explained that the relay must have experienced high volumes of traffic and asked that the customer be patient at those times. Customer could not remember the times and dates of their calls. Customer understood.

---

**Technical Complaints--  
Miscellaneous**

**Inquire Date** 11/8/2006  
**Record ID** 12824  
**Call Taken By** Supervisor  
**CA Number** 1226  
**Responded By** Tina  
**Response Date** 11/9/2006  
**Resolution** 11/28/2006

Customer stated that her daughter normally calls through relay collect, refuses the charges and then the customer calls the daughter back to keep the daughter's phone bill low. This time when the daughter placed her call, the CA did not announce the collect call and the operator never came on the line.

Supervisor explained that if the customer receives an incorrect billing to forward the bill to the relay for further investigation. The call information was forwarded to the technical department. The technical department discovered there had been a technical problem at the workstation, so no call information was available. CA stated that they did select collect billing, but no toll free operator interrupted the call. Customer was notified.

---

**Technical Complaints--  
Miscellaneous**

**Inquire Date** 1/22/2007  
**Record ID** 13245  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/23/2007  
**Resolution** 2/2/2007

Customer has been unable to reach directory assistance through the relay.

Lead CA stated that the information would be forwarded to Customer Service. Customer Service has attempted several times to contact the customer.

---

**Technical Complaints--  
Miscellaneous**

**Inquire Date** 3/2/2007  
**Record ID** 13467  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Michelle/Tina  
**Response Date** 3/2/2007  
**Resolution**

Customer stated that she is unable to place a long distance call through the relay from their school, as they have to enter an access code to the carrier, and wondered how this call could be placed.

Supervisor verified the calling instruction and customer tried calling several ways without success. Supervisor apologized and forwarded this information to the technical department. The technical department has tried to contact the customer to work with them, but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer stated that when placing a call through the relay, it is busy. When the customer places a call without the relay, it goes through fine.

**Inquire Date 5/23/2007  
Record ID 13929  
Call Taken By Customer Service  
CA Number 5235  
Responded By Tina  
Response Date 5/23/2007  
Resolution**

Customer Service forwarded the information to the technical department. Customer will be notified of their findings.

---

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

A technician with ATC has a coworker who has been unable to place a call through the relay. Each time a long distance call is placed the relay receives a fast busy.

**Inquire Date 10/18/2006  
Record ID 12609  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Diane/Tina  
Response Date 10/18/2006  
Resolution**

Customer Service explained that ATC is not a participating provider with the relay. Customer Service received information to set a profile for the customer, so he would be able to place relay calls. Customer Service has been in contact with ATC prior to this inquiry. Customer Service forwarded a Letter of Authorization to the carrier. There has been no further contact from the carrier. ATC was contacted in late May and is still not a participating carrier as of 5/31/2007.

---

**CapTel--Complaints**

Customer stated that his wife has been billed incorrectly when placing calls through her CapTel phone. Customer stated he would contact the relay at a later date to update their information.

**Inquire Date 12/21/2006  
Record ID 13004  
Call Taken By Supervisor  
CA Number  
Responded By Jody/Tina  
Response Date 12/21/2006  
Resolution 12/29/2006**

Supervisor forwarded the information to Customer Service. There has been no return call from customer in regards to this issue. Customer Service has no contact information for this customer.

---

**CapTel--Complaints**

Billing - General

**Inquire Date 11/6/2006  
Record ID 19617  
Call Taken By RP  
CA Number  
Responded By RP  
Response Date 11/6/2006  
Resolution 11/6/2006**

Registered customer's preferred carrier of choice per his requested. Advised him to submit a copy of his bill for review to billing agent.

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