

Appendix F

Consumer Complaint Logs, 2006-2007



June 26, 2006

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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 Georgia Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Georgia to provide Telecommunications Relay Service. Hamilton began providing TRS to the State of Georgia on April 1, 2006. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of Georgia. The State of Georgia'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. Those complaints and resolutions are reflected in this report.

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,

Georgia Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 04/05/2006
Record ID 12363
Call Taken By CA
CA Number 5124
Responded By Tina/LaShonda
Response Date 04/06/2006
Resolution Date 04/06/2006

Customer has been unable to place long distance calls through the relay.

Customer Service investigated and discovered that the customer was using a PBX system. Customer Service spoke with the company's long distance carrier and discovered that the customer's bill had not been paid and the long distance service was disconnected. Customer was notified and understood.

External Complaints—Miscellaneous

Inquire Date 05/16/2006
Record ID 12472
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/16/2006
Resolution Date 05/18/2006

Customer stated that when he places calls through the relay to his friend, his call is disconnected.

Customer Service placed several calls through the relay to the customer, which went through fine. Customer Service placed several test calls to the party the customer was trying to reach and was disconnected each time. Customer service suggested that he contact his friend and have his friend check his equipment. Customer was satisfied.

Service Complaints--CA Misdialed Number

Inquire Date 04/12/2006
Record ID 12374
Call Taken By Supervisor
CA Number 5109
Responded By LaShonda
Response Date 04/13/2006
Resolution Date 04/13/2006

Customer stated that the CA dialed the wrong number and took a long time to respond.

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

Service Complaints--CA Typing Speed

Inquire Date 05/16/2006
Record ID 12471
Call Taken By Lead CA
CA Number 5094
Responded By TaShonda/LaShonda
Response Date 05/18/2006
Resolution Date 05/18/2006

Customer stated that the CA did not type fast enough to relay the call properly. Customer disconnected because the CA continued to use slow down language.

Lead CA apologized and explained that this language was used in order for the CA to ensure that all information was typed verbatim. Lead CA stated that the CA would be counseled. Customer understood. CA's last typing score was 64 WPM with 95% accuracy. CA has been monitored more frequently.

Service Complaints--CA Typing

Inquire Date 04/28/2006

Record ID 12459

Call Taken By

CA Number

Responded By LaShonda

Response Date 05/10/2006

Resolution Date 05/11/2006

Customer stated that several CAs typing skills have been poor. Customer also stated that several CAs do not use "Go Ahead." Customer understands that the CAs are new and gaining proficiency but is disappointed in the quality of the calls in the past month.

Customer Service apologized and stated that the CAs will continue to be monitored closely and counseled. CA training continues and monitoring is done on a regular basis. Customer understood.

Service Complaints--CA Typing

Inquire Date 05/18/2006

Record ID 12485

Call Taken By Customer Service Rep

CA Number 5154

Responded By Babs/LaShonda

Response Date 05/18/2006

Resolution Date 05/22/2006

Customer stated that the CA's typing was poor.

Customer Service apologized and stated that the CA would be counseled. CA has been monitored more frequently. CA's last typing score was 64 WPM with 95% accuracy. Customer was satisfied.

Service Complaints--CA Typing

Inquire Date 05/26/2006

Record ID 12474

Call Taken By CA

CA Number 5153 & 5172

Responded By Ebony/LaShonda

Response Date 05/30/2006

Resolution Date 05/30/2006

Customer stated that two CAs have poor typing.

Customer Service apologized and stated that the CAs would be counseled. The CAs have been monitored more frequently. CA's last typing scores were 60 WPM with 96% accuracy and 63 WPM with 100% accuracy. Customer Service also implemented a profile for the customer. Customer was appreciative.

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

Inquire Date 04/04/2006

Record ID 12336

Call Taken By Lead CA

CA Number

Responded By LaShonda

Response Date 04/05/2006

Resolution Date 04/05/2006

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 04/08/2006
Record ID 12361
Call Taken By Lead CA
CA Number 5069
Responded By LaShonda
Response Date 04/10/2006
Resolution Date 04/10/2006***

Customer has been receiving harassing phone calls. Customer wants phone records to see who placed the 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 04/10/2006
Record ID 12379
Call Taken By Lead CA
CA Number
Responded By LaShonda
Response Date 04/10/2006
Resolution Date 04/13/2006***

Customer has been receiving prank 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 04/11/2006
Record ID 12354
Call Taken By Customer Service Rep
CA Number 5162
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/12/2006***

Customer's daughter has been receiving harassing calls through relay.

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

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

***Inquire Date 04/12/2006
Record ID 12357
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/12/2006***

Customer has been receiving fraudulent 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 04/16/2006
Record ID 12396
Call Taken By
CA Number
Responded By LaShonda
Response Date 04/17/2006
Resolution Date 04/17/2006***

Customer's daughter 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 04/19/2006
Record ID 12404
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 04/19/2006
Resolution Date 04/19/2006***

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 05/06/2006
Record ID 12448
Call Taken By Supervisor
CA Number
Responded By Kyndel/LaShonda
Response Date 05/08/2006
Resolution Date 05/08/2006***

Customer has been receiving prank calls through the relay. Customer would like these calls blocked.

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 law enforcement. Supervisor further explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

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

***Inquire Date 05/17/2006
Record ID 12469
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/17/2006
Resolution Date 05/17/2006***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer Service explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

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

***Inquire Date 05/17/2006
Record ID 12470
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/17/2006
Resolution Date 05/17/2006***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer Service explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

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

***Inquire Date 05/18/2006
Record ID 12467
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/18/2006
Resolution Date 05/18/2006***

Customer had received a scam call through the relay.

Customer Service suggested that the customer should contact law enforcement as that is our recommendation under these circumstances. Customer Service further explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

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

***Inquire Date 05/18/2006
Record ID 12482
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 05/24/2006
Resolution Date 05/30/2006***

Customer has been receiving prank calls through the relay. Customer wanted the calls blocked.

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 law enforcement. Supervisor further explained that if the customer obtains a court order, then the relay could release call information to the Court. Customer understood.

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

***Inquire Date 05/24/2006
Record ID 12478
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 05/24/2006
Resolution Date 05/24/2006***

Customer has been receiving fraudulent phone calls and would like the calls to stop.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer Service further explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated that CA did not follow proper procedures during the call and didn't identify VCO.

***Inquire Date 04/27/2006
Record ID 12428
Call Taken By Customer Service Rep
CA Number 5154
Responded By
Response Date
Resolution Date 05/04/2006***

Customer Service apologized and stated that the CA would be counseled. CA was counseled. Customer did not leave call back information.

Service Complaints—Improper Use of Call Release

Customer was attempting to place a VCO to voice call. Then the VCO user asked the voice user to switch to TTY and the VCO user would also switch to TTY. CA stated that TTY to TTY calls could not be placed. (Refer to 12407)

***Inquire Date 04/18/2006
Record ID 12402
Call Taken By Supervisor
CA Number 5105
Responded By Kyndel
Response Date 04/18/2006
Resolution Date 04/18/2006***

Supervisor apologized and processed the call. CA was counseled. Customer was still upset.

Service Complaints--Improper Use of Call Release

Customer was attempting to place a VCO to voice call. Then the VCO user asked the voice user to switch to TTY and the VCO user would also switch to TTY. CA stated that TTY to TTY calls could not be placed. (Refer to 12402)

***Inquire Date 04/19/2006
Record ID 12407
Call Taken By Supervisor
CA Number
Responded By Tauna/LaShonda
Response Date 04/20/2006
Resolution Date***

Supervisor apologized and processed the call. CA was counseled. Customer was still upset.

Service Complaints--CA Hung Up on Caller

Customer stated that the CA was a slow typist and hung up on her. Customer stated that the CA sent "one moment please" and the call was disconnected.

***Inquire Date 04/13/2006
Record ID 12388
Call Taken By Lead CA
CA Number 5006 & 5055
Responded By LaShonda
Response Date 04/14/2006
Resolution Date 04/14/2006***

Lead CA apologized and stated that the CA would be counseled. Customer was satisfied. Customer Service forwarded the information to the technical department. The technical department investigated and discovered the CA did hang up. CA was counseled and the customer was notified. CA's last typing score was 60 WPM with 95% accuracy.

Service Complaints--CA Hung Up on Caller

Customer stated that the last few times they had used the relay, their call had been disconnected.

***Inquire Date 05/22/2006
Record ID 12497
Call Taken By Supervisor
CA Number
Responded By Jodi/LaShonda
Response Date 05/24/2006
Resolution Date 05/31/2006***

Supervisor apologized and stated that the information would be forwarded to the technical department. The technical department investigated and discovered that the call was disconnected on the customer's side. Customer was notified and understood.

Service Complaints—Miscellaneous

Customer stated that when dialing her father's number, she reaches the relay. Her father is deaf but does not have a TTY machine.

***Inquire Date 04/06/2006
Record ID 12380
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 04/10/2006
Resolution Date 04/13/2006***

Customer Service attempted to place test calls to the father's number which reached the relay. Customer Service worked with the daughter and discovered that her father's phone had been forwarded to an 800 number which was the relay number. Once the call forwarding was disconnected, calls to her father's phone worked fine.

Service Complaints—Miscellaneous

Customer was disappointed in the changes with Georgia Relay.

***Inquire Date 04/10/2006
Record ID 12395
Call Taken By Customer Service Rep
CA Number 5142
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/14/2006***

Customer Service apologized and answered all questions that the customer asked. Customer was satisfied.

Service Complaints—Miscellaneous

Customer was attempting to call BellSouth DSL through the relay. The call would not go through. When the CA dials the number it automatically disconnects.

***Inquire Date 04/11/2006
Record ID 12394
Call Taken By Lead CA
CA Number
Responded By LaShonda
Response Date 04/12/2006
Resolution Date 04/14/2006***

Customer Service has attempted to contact customer several times for more information, but always reaches a busy signal.

Service Complaints—Miscellaneous

Customer was unable to leave a message for his brother who is deaf.

***Inquire Date 04/18/2006
Record ID 12400
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 04/18/2006
Resolution Date 04/18/2006***

Customer Service apologized and explained that when reaching a voice answering machine, the telephone number should be dialed direct. Customer understood.

Service Complaints—Miscellaneous

***Inquire Date 04/21/2006
Record ID 12439
Call Taken By Customer Service Rep
CA Number 5149
Responded By LaShonda
Response Date 04/24/2006
Resolution Date 04/24/2006***

VCO Customer stated that she has had difficulties with her calls being disconnected.

Customer Service apologized and stated that the information would be forwarded to the technical department. The technical department discovered that the CAs were disconnecting after receiving no response from the caller. Customer Service notified the customer. Customer understood.

Service Complaints—Miscellaneous

***Inquire Date 04/27/2006
Record ID 12447
Call Taken By
CA Number
Responded By LaShonda
Response Date 05/02/2006
Resolution Date***

Customer stated that the Supervisor did not do a test call as requested. Customer stated that supervisor hung up.

Customer Service apologized and attempted to make several test calls to the customer but was unsuccessful. Supervisor was counseled. Customer Service has been unable to reach the customer.

Service Complaints—Miscellaneous

***Inquire Date 05/15/2006
Record ID 12495
Call Taken By Program Mgr
CA Number
Responded By Cassandra/LaShonda
Response Date 05/16/2006
Resolution Date 05/31/2006***

Customer stated that she had been having difficulty placing calls through the relay. Customer wanted to know if Hamilton had her profile information from AT&T.

Customer Service apologized and verified her profile information. Customer called back and said that her calls were going through. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 05/26/2006
Record ID 12481
Call Taken By Customer Service Rep
CA Number 5143
Responded By LaShonda
Response Date 05/26/2006
Resolution Date 05/26/2006***

Customer stated that when receiving calls from her friend, the CA is unable to hear her. The other party disconnects because they think no one is on the other end.

Customer Service placed test calls directly to the customer. The calls placed by Customer Service went through. Customer Service set up a profile for the customer for a quicker connection. Customer stated in a follow up call that the profile had helped. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 05/30/2006
Record ID 12476
Call Taken By Customer Service Rep
CA Number 5048
Responded By LaShonda
Response Date 05/30/2006
Resolution Date 05/30/2006***

Customer requested that their profile be updated by removing an Automatic VCO connection. Customer uses VCO but her husband uses TTY. Customer also stated that their long distance was being billed through AT&T and would like to have BellSouth as their long distance carrier.

Customer Service asked that the customer send a copy of the bill for reimbursement. Customer Service also explained that when she would like to place a call to type VCO to the CA for a quicker connection. The profile was updated. Customer understood.

Technical Complaints--711 Problems

Inquire Date 04/07/2006

Record ID 12352

Call Taken By Customer Service Rep

CA Number 5087

Responded By LaShonda

Response Date 04/07/2006

Resolution Date 04/07/2006

Customer stated that her daughter has been unable to reach the relay when dialing 711.

Customer Service apologized and gave the customer the toll free number. Customer Service placed a test call, which went through fine. The technical department investigated and discovered that the customer was hanging up before the relay answered. Customer was notified and did not wish to set up a profile to enable quicker connections through the relay. Customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 04/12/2006

Record ID 12356

Call Taken By Customer Service Rep

CA Number 5019

Responded By LaShonda

Response Date 04/12/2006

Resolution Date 04/12/2006

Customer had been unable to receive incoming calls for two weeks.

Customer Service apologized and placed a test call. The test call went through the relay fine. Customer Service suggested setting up a customer profile to ensure a correct connection. Profile was implemented and customer was satisfied.

June 14, 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 Georgia Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Georgia to provide Telecommunications Relay Service.

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- Replaced CA Improperly in Middle of Call
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- 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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. 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, two complaints involving calls not going through Comcast correctly, one complaint involving 611 and one complaint involving technical difficulty with a payphone.

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,

Georgia Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

**External Complaints—
Miscellaneous**

Customer stated that he is unable to place a call through the relay using his Alltel cell phone. Customer stated the CA always asks for the long distance carrier and there should not be any charges using his cell phone.

Inquire Date 6/1/2006
Record ID 12540
Call Taken By Customer Service
CA Number
Responded By LaShonda/Tina
Response Date 6/1/2006
Resolution 7/15/2006

Customer Service apologized and explained that the relay was receiving an Alltel tower number instead of the customer's cell phone number. Customer Service contacted the carrier, who is working on this issue. Customer has been notified and understood. Customer Service will contact the customer when Alltel has resolved the issue. Alltel resolved the issue and customer was contacted.

**External Complaints—
Miscellaneous**

Customer has been unable to connect to her party when she dials through the relay. Customer stated that the call disconnects.

Inquire Date 5/20/2007
Record ID 13890
Call Taken By Lead CA
CA Number
Responded By Janet
Response Date 5/20/2007
Resolution 5/20/2007

Lead CA discovered that there had been children at the terminating number that were hanging up and not connecting the TTY. Customer was notified and understood.

**External Complaints--
Miscellaneous**

Terminating customer, (son) stated the CA did not handle the call properly. The originator (mother) called to the relay and stated it was not the CA's fault. The terminator's Pocket VCO had been acting up.

Inquire Date 6/1/2006
Record ID 12511
Call Taken By Supervisor
CA Number 5165
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/7/2006

Supervisor apologized to the terminator and stated that the CA would be counseled. After receiving clarification from the originator, the CA was not counseled.

**External Complaints--
Miscellaneous**

Customer has been receiving harassing calls and requested that the calls stop. Customer stated the calls were coming through the local telephone provider, not the relay.

Inquire Date 6/2/2006
Record ID 12543
Call Taken By Customer Service
Rep
CA Number
Responded By LaShonda/Derek
Response Date 6/7/2006
Resolution 6/7/2006

Customer Service directed the customer to their local provider. Customer understood.

**External Complaints--
Miscellaneous**

Customer has been having difficulties with their Bell South telephone lines and she wants someone from Customer Service to contact her.

**Inquire Date 6/12/2006
Record ID 12553
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/14/2006**

Supervisor explained that she had reached the relay and that we would have no way to assist her with repairs. Supervisor gave the appropriate telephone number for Bell South. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that when the CA attempts to dial their call through the relay, a recording is reached that states "Please unblock your number and try your call again". Customer stated that their call is then disconnected.

**Inquire Date 7/3/2006
Record ID 12595
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 7/11/2006
Resolution 7/11/2006**

Lead CA apologized and stated that this information would be forwarded to the technical department. The technical department discovered that the customer was reaching a carrier-generated recording. Customer Service has continued to attempt to contact the customer but has been unable to reach the customer.

**External Complaints--
Miscellaneous**

Customer stated that his calls through Georgia Relay say local call except for the calls to his daughter. Customer stated that those calls should be local and that he is unable to dial Bell South Fast Access toll free number through relay.

**Inquire Date 7/6/2006
Record ID 12609
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/10/2006
Resolution 7/14/2006**

Customer Service verified the information that was seen on the screen as being correct and stated that the technical department would contact Bell South in regards to the toll free number not being able to be dialed through relay. The technical department contacted Bell South and determined that the customer needed to contact Bell South directly. Customer Service contacted the customer and directed the customer to Bell South. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated that the CA was unable to dial a TTY to VCO call, as CA stated they could only hear a clicking noise on the line.

**Inquire Date 9/20/2006
Record ID 12804
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/20/2006
Resolution 9/20/2006**

Customer Service placed a test call directly to the TTY user with the same results. Customer Service explained that there was a problem with the TTY user's phone line and directed the customer to their provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated that she feels Access Integrated Network is not complying with all ADA rules for her client.

**Inquire Date 9/22/2006
Record ID 12775
Call Taken By Customer Service
CA Number
Responded By Dixie/Tina
Response Date 9/22/2006
Resolution 9/22/2006**

Customer Service contacted customer through e-mail to inquire if the relay could assist her client. There has been no contact from customer in regards to this issue.

**External Complaints--
Miscellaneous**

Customer stated that when she dialed 7-1-1 she received a recording "All circuits are busy."

**Inquire Date 9/26/2006
Record ID 12806
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/26/2006
Resolution 9/26/2006**

Customer Service explained this was a recording from the local provider. Customer Service suggested that the customer contact their provider in regards to this issue. Customer Service provided the customer with Georgia Relay's toll free number. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer has been unable to reach 7-1-1 to place a call through the relay. Customer has Bell South as their provider.

**Inquire Date 10/10/2006
Record ID 12857
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/10/2006
Resolution 10/11/2006**

Customer Service placed test calls and found 7-1-1 operational. Customer Service contacted Bell South to reset the translation number for 7-1-1. Carrier reset the number within 24 hours. Customer was notified and satisfied.

**External Complaints--
Miscellaneous**

Customer stated that he has been having problems with his long distance access account through Windstream and has been unable to place a long distance call from his home.

**Inquire Date 10/21/2006
Record ID 12860
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 10/21/2006
Resolution 10/21/2006**

Lead CA explained the relay and directed the customer to Windstream for help with this issue. Customer understood.

**External Complaints--
Miscellaneous**

**Inquire Date 11/6/2006
Record ID 13035
Call Taken By Lead CA
CA Number
Responded By Chris/Gary
Response Date 11/9/2006
Resolution 12/06/2006**

Customer stated that they can receive relay calls, but cannot reach the relay from their land line to place a call when dialing 7-1-1.

Lead CA gave customer the toll free number to reach the relay and directed customer to contact Bell South in regards to the 7-1-1 issue. Lead CA forwarded the information to the technical department. The technical department continues to attempt to contact Bell South's technical department. Customer understood.

**External Complaints--
Miscellaneous**

**Inquire Date 11/21/2006
Record ID 13011
Call Taken By Lead CA
CA Number
Responded By Jodi
Response Date 11/21/2006
Resolution 11/21/2006**

Customer placed a call to a business through the relay but was unsure what a recording meant about the number of the business changing. Customer requested a Supervisor and asked why the number had been changed.

Lead CA explained that the relay would not have that type of information and offered to redial to see if the new number could be discovered. Customer refused and hung up.

**External Complaints--
Miscellaneous**

**Inquire Date 12/11/2006
Record ID 13088
Call Taken By Operations Mgr
CA Number 5225
Responded By Tina
Response Date 12/12/2006
Resolution 12/12/2006**

Customer voiced concern that the CA did not get involved in her call. Customer stated that they had asked CA several questions. Customer was wanting to know why the caller was not understanding her.

Relay Manager apologized to the caller and stated that CAs are not allowed to get involved in any call and that someone from Customer Service would contact the customer. Customer Service contacted the customer and explained relay policies and answered the customer's questions about the relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

**Inquire Date 12/15/2006
Record ID 13144
Call Taken By Customer Service
CA Number
Responded By Tauna/Gary
Response Date 12/15/2006
Resolution 12/28/2006**

Customer stated that she has been unable to reach 7-1-1. Customer's provider is Charter.

Supervisor forwarded the information to the technical department. The technical department worked with Charter to resolve the translation issue. Customer Service contacted the customer, who stated that everything was working fine. Customer satisfied.

**External Complaints--
Miscellaneous**

Customer stated that she has been unable to place a relay call to South Carolina, but is able to call anywhere in Georgia without any difficulties.

**Inquire Date 12/31/2006
Record ID 13147
Call Taken By At the Workstation
CA Number
Responded By Drek/Tina
Response Date 1/2/2007
Resolution 1/3/2007**

Lead CA forwarded the information to Customer Service and stated that the customer would receive a follow up call. Customer Service has attempted to contact the customer, but has only reached their answering machine. A message explaining the information needed to further investigate was left. There has been no further contact from the customer.

**External Complaints--
Miscellaneous**

Customer stated that she cannot reach her son through the relay. Customer stated that this has been an issue for awhile. Customer has contacted the relay several times in regards to this issue.

**Inquire Date 1/11/2007
Record ID 13182
Call Taken By Customer Service
CA Number
Responded By Tina/Greg
Response Date 1/11/2007
Resolution 3/12/2007**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered an issue with the information that the relay is receiving from the customer's provider. The technical department continued to work with the provider in regards to this issue. Customer Service has spoken with customer and discovered that the issue has been resolved. Customer is satisfied.

**External Complaints--
Miscellaneous**

Customer has been receiving harassing phone calls that are not through the relay.

**Inquire Date 1/19/2007
Record ID 13244
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/19/2007
Resolution 1/19/2007**

Customer Service suggested the customer contact law enforcement as that is our recommendation under these circumstances.

**External Complaints--
Miscellaneous**

Customer wanted to verify their profile information as they have been unable to place long distance calls through relay using Comcast.

**Inquire Date 2/1/2007
Record ID 13395
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 2/2/2007
Resolution**

Supervisor stated that this information would be forwarded to Customer Service to verify the profile information. Customer Service verified that the profile was set correctly in the system. Customer Service explained why the customer is hearing a Sprint recording and directed customer to Comcast to report this issue. Customer Service has been in contact with Comcast several times in regards to this issue. Customer understood. Customer Service has continued to contact Comcast, but the technicians will not return the call.

**External Complaints--
Miscellaneous**

Customer stated that their long distance calls are not going through Comcast correctly as they receive a Sprint recording.

Inquire Date 2/22/2007
Record ID 13392
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/22/2007
Resolution

Customer Service explained that Sprint is the reseller for Comcast and this is the reason for the recording. Customer Service suggested that the customer contact Comcast to report this issue. Customer Service has been in contact with Comcast several times in regards to this issue. Customer understood. Customer Service has continued to contact Comcast, but the technicians will not return the call.

**External Complaints--
Miscellaneous**

Customer stated that she was attempting to activate a credit card and that the CA disconnected her call.

Inquire Date 3/9/2007
Record ID 13576
Call Taken By Lead CA
CA Number 5205
Responded By Jodi
Response Date 3/9/2007
Resolution 3/9/2007

Lead CA apologized to customer and explained that the recording to activate the credit card was disconnecting the customer. Customer disconnected.

**External Complaints--
Miscellaneous**

Customer stated that he was upset about the rate increase on his recent phone bill and would like a credit on the next phone bill.

Inquire Date 4/3/2007
Record ID 13714
Call Taken By Lead CA
CA Number
Responded By Michelle
Response Date 4/3/2007
Resolution 4/3/2007

Lead CA explained that the customer had reached 7-1-1, not his local phone company. Customer hung up.

**External Complaints--
Miscellaneous**

Customer requested a copy of the transcript of the call, because she wanted to file a complaint against the company she had called through the relay. The representative at the company she spoke with, treated the customer very poorly and was rude.

Inquire Date 4/17/2007
Record ID 13734
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/17/2007
Resolution 4/17/2007

Customer Service explained there is no transcript kept of a relay call, due to confidentiality reasons. Customer was disappointed but understood.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer stated that the CA had several typing errors and misspelled words during the course of their conversation.

**Inquire Date 6/12/2006
Record ID 12552
Call Taken By Program Mgr
CA Number 5068
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006**

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and a typing test was given. CA's score was 53 WPM with 54% accuracy. CA was terminated. Customer understood.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer stated that the CA's typing was poor and that the CA did not type verbatim on the call.

**Inquire Date 6/21/2006
Record ID 12573
Call Taken By Customer Service
Rep
CA Number 5153
Responded By LaShonda
Response Date 6/21/2006
Resolution 6/21/2006**

Customer Service sent a letter to the customer apologizing and stating that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 60 WPM with 96% accuracy.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer stated that the CA's typing speed and accuracy was poor.

**Inquire Date 6/22/2006
Record ID 12575
Call Taken By Customer Service
Mgr
CA Number 5148
Responded By Diane Taylor
Response Date 6/22/2006
Resolution 6/22/2006**

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 68 WPM with 95% accuracy.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer stated that the CA made too many typing errors during a call, making the conversation difficult to understand.

**Inquire Date 7/1/2006
Record ID 12594
Call Taken By Lead CA
CA Number 5153
Responded By Diane
Response Date 7/3/2006
Resolution 7/3/2006**

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 60 WPM with 96% accuracy.

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA did not keep her informed during the call. Customer stated that what the CA typed did not make sense.

Inquire Date 6/15/2006
Record ID 12562
Call Taken By Customer Service
CA Number 5077
Responded By LaShonda/Diane
Response Date 6/19/2006
Resolution 6/19/2006

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

Service Complaints--CA Did not Keep User Informed

Customer stated when dialing to an answering machine to leave a message she missed the name that the CA had typed. Customer requested that the CA verify the name, but the CA refused, stating she would need to redial.

Inquire Date 11/22/2006
Record ID 13022
Call Taken By Supervisor
CA Number 5193
Responded By Tina/Tauna
Response Date 11/24/2006
Resolution 11/27/2006

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA did not keep her informed during the call.

Inquire Date 1/14/2007
Record ID 13228
Call Taken By Lead CA
CA Number 5259
Responded By Michelle
Response Date 1/14/2007
Resolution 1/14/2007

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

Customer stated that when relay calls come into the office PBX, there is no response from the CA.

Inquire Date 12/4/2006
Record ID 13061
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/4/2006
Resolution 12/4/2006

Customer Service was unable to get call information from the customer at that time. Customer stated they would call back at a later time, but there has been no further contact.

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

Customer stated that after the CA told them "One Moment Please" there was no response from the CA.

***Inquire Date 1/4/2007
Record ID 13187
Call Taken By Lead CA
CA Number 5111
Responded By Erin/Tina
Response Date 1/4/2007
Resolution 1/22/2007***

Lead CA stated that the information would be forwarded to the technical department. The technical department discovered that the CA sent information to the customer. There was no indication of a workstation problem. Customer Service has attempted several times to contact customer.

***Service Complaints--CA
Misdialed Number***

Customer stated that the CA dialed incorrectly through the relay that will result in her receiving a long distance bill.

***Inquire Date 6/1/2006
Record ID 12539
Call Taken By Customer Service
CA Number 5165
Responded By LaShonda
Response Date 6/7/2006
Resolution 6/7/2006***

Customer Service apologized and stated that the CA would be counseled. Customer Service requested a copy of their long distance bill for reimbursement and gave the customer the mailing address. There has been no further contact from the customer at this time. CA was counseled.

Service Complaints--CA Typing

Customer stated that the CA had several typing errors, which made understanding the conversation difficult.

***Inquire Date 6/29/2006
Record ID 12536
Call Taken By Lead CA
CA Number 5153
Responded By Diane
Response Date 6/30/2006
Resolution 7/1/2006***

Lead CA apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 60 WPM with 96% accuracy.

Service Complaints--CA Typing

Customer stated that on a call there appeared to be a lot of garble on the screen and that the CA did not type well as there were several errors. Customer stated that she did not remember the date of the call or the CA number.

***Inquire Date 8/7/2006
Record ID 12693
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/7/2006
Resolution 8/7/2006***

Customer Service apologized and verified that their other calls are being processed satisfactorily. Customer Service explained that CAs are monitored frequently and are required to take routine typing tests. Customer understood.

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

Customer stated that the CA was unprofessional and did not use proper language.

***Inquire Date 7/18/2006
Record ID 12632
Call Taken By Operations Mgr
CA Number 5028
Responded By Diane
Response Date 7/18/2006
Resolution 7/18/2006***

Assistant Operations Manager apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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

***Inquire Date 1/16/2007
Record ID 13380
Call Taken By Lead CA
CA Number 5254
Responded By Tina
Response Date 1/16/2007
Resolution 2/9/2007***

Customer stated that they requested a different CA to handle their call, because the previous CA had asked five times to repeat, sent "thank you, bye" and never processed the recording correctly.

Lead CA apologized and stated that the CA would be counseled. The information was forwarded to the technical department. The technical department discovered that the CA did not follow correct recording procedures. CA was counseled and customer was satisfied.

Service Complaints--Fraudulent/Harassment Call

***Inquire Date 6/1/2006
Record ID 12498
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/1/2006***

Customer has been receiving fraudulent calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further 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 6/1/2006
Record ID 12500
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/1/2006***

Customer has been receiving harassing phone calls through the relay.

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

Service Complaints--Fraudulent/Harassment Call

***Inquire Date 6/1/2006
Record ID 12501
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/1/2006***

Customer's son has been receiving prank calls and requested call information.

Supervisor suggested that the customer contact their local telephone company or law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release call records to the Court. Customer was still upset.

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

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

***Inquire Date 6/9/2006
Record ID 12549
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/9/2006
Resolution 6/9/2006***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further 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 phone calls and requested his number blocked from relay calls.

***Inquire Date 6/10/2006
Record ID 12550
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006***

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 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 phone calls and would like to know what to do.

***Inquire Date 6/13/2006
Record ID 12556
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006***

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***

Customer has been receiving harassing phone calls and requested that relay calls be blocked.

***Inquire Date 6/13/2006
Record ID 12557
Call Taken By Supervisor
CA Number
Responded By Kyndel/LaShonda
Response Date 6/14/2006
Resolution 6/14/2006***

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 6/19/2006
Record ID 12569
Call Taken By Customer Service
CA Number
Responded By
LaShonda/Cassandra
Response Date 6/19/2006
Resolution 6/19/2006

Customer has been receiving harassing phone calls and requested that the calls stop.

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 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**

Inquire Date 6/20/2006
Record ID 12570
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/20/2006
Resolution 6/20/2006

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

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 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**

Inquire Date 6/24/2006
Record ID 12577
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/24/2006
Resolution 6/24/2006

Customer has been receiving harassing phone calls and would like them to stop or block relay calls.

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 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**

Inquire Date 6/26/2006
Record ID 12578
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/26/2006
Resolution 6/26/2006

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

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 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***

***Inquire Date 6/27/2006
Record ID 12521
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/27/2006
Resolution 6/27/2006***

Customer stated an employee in their business has been receiving harassing phone calls and inquired how the relay works.

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

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

***Inquire Date 6/27/2006
Record ID 12579
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/27/2006
Resolution 6/27/2006***

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

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 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***

***Inquire Date 6/29/2006
Record ID 12581
Call Taken By Lead CA
CA Number
Responded By Diane
Response Date 6/30/2006
Resolution 6/30/2006***

Customer stated that someone has been using the relay to contact her, even though she has a court order.

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 6/30/2006
Record ID 12535
Call Taken By Lead CA
CA Number
Responded By Steph/Tina
Response Date 6/30/2006
Resolution 6/30/2006***

Customer has been receiving harassing phone calls through he relay and would like to know what can be done to stop the calls.

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

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

***Inquire Date 7/7/2006
Record ID 12613
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/7/2006
Resolution 7/7/2006***

Customer has been receiving fraudulent phone calls and inquired about how to handle them. Customer stated that she is not sure which relay service has been calling.

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

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

***Inquire Date 7/12/2006
Record ID 12618
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/12/2006
Resolution 7/12/2006***

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 7/13/2006
Record ID 12619
Call Taken By Lead CA
CA Number
Responded By Danielle
Response Date 7/13/2006
Resolution 7/13/2006***

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

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

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

***Inquire Date 7/17/2006
Record ID 12631
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/17/2006
Resolution 7/17/2006***

Customer has been receiving harassing calls and requested that the calls stop.

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.

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

Inquire Date 7/27/2006
Record ID 12661
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/27/2006
Resolution 7/27/2006

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 7/27/2006
Record ID 12665
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/27/2006
Resolution 7/27/2006

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

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 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**

Inquire Date 8/2/2006
Record ID 12686
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/2/2006
Resolution 8/2/2006

Customer has been receiving fraudulent calls and wondered what can 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 8/9/2006
Record ID 12701
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 8/9/2006
Resolution 8/9/2006

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

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

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

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

***Inquire Date 8/31/2006
Record ID 12738
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/31/2006
Resolution 8/31/2006***

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***

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

***Inquire Date 9/5/2006
Record ID 12785
Call Taken By Operations Mgr
CA Number
Responded By Jody
Response Date 9/5/2006
Resolution 9/5/2006***

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 fraudulent phone calls and wondered what could be done.

***Inquire Date 10/14/2006
Record ID 12858
Call Taken By Lead CA
CA Number
Responded By Danielle
Response Date 10/14/2006
Resolution 10/14/2006***

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 harassing phone calls and wanted to know how to report this type of calling.

***Inquire Date 10/20/2006
Record ID 12861
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 10/20/2006
Resolution 10/20/2006***

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

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

***Inquire Date 10/24/2006
Record ID 12862
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/24/2006
Resolution 10/24/2006***

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

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

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

***Inquire Date 10/29/2006
Record ID 12864
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/29/2006
Resolution 10/29/2006***

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

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 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 11/3/2006
Record ID 12966
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/3/2006
Resolution 11/3/2006***

Customer has been receiving harassing phone calls and wanted their number 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 11/27/2006
Record ID 13018
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 11/27/2006
Resolution 11/27/2006***

Customer has been receiving harassing phone calls through AT&T and wondered what to do.

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 11/30/2006
Record ID 13034
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/30/2006
Resolution 11/30/2006***

Customer had received a fraudulent call at their business.

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.

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

***Inquire Date 12/28/2006
Record ID 13151
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 12/28/2006
Resolution 12/28/2006***

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

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 1/1/2007
Record ID 13190
Call Taken By Supervisor
CA Number
Responded By Mattie
Response Date 1/1/2007
Resolution 1/1/2007***

Customer has been receiving harassing calls through the relay.

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 1/10/2007
Record ID 13218
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 1/10/2007
Resolution 1/10/2007***

Customer has been receiving harassing calls and wanted their number 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 1/15/2007
Record ID 13232
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/15/2007
Resolution 1/15/2007**

Customer has been receiving harassing calls through another relay.

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 1/18/2007
Record ID 13240
Call Taken By Lead CA
CA Number
Responded By Rick
Response Date 1/18/2007
Resolution 1/18/2007**

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

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

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

**Inquire Date 1/22/2007
Record ID 13250
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 1/22/2007
Resolution 1/22/2007**

Customer has been receiving fraudulent calls and wanted to know 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 2/7/2007
Record ID 13382
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 2/7/2007
Resolution 2/7/2007**

Customer has receiving harassing phone calls and wanted to know what to do about them.

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***

Customer is receiving fraudulent calls and wanted to know what to do. Customer is not sure if the call was through Georgia Relay or another provider.

***Inquire Date 2/9/2007
Record ID 13383
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/9/2007
Resolution 2/9/2007***

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

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

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

***Inquire Date 2/15/2007
Record ID 13385
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/15/2007
Resolution 2/15/2007***

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***

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

***Inquire Date 2/19/2007
Record ID 13386
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/19/2007
Resolution 2/19/2007***

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 phone calls through the relay and inquired what to do.

***Inquire Date 5/21/2007
Record ID 13891
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 5/21/2007
Resolution 5/21/2007***

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

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

***Inquire Date 6/23/2006
Record ID 12533
Call Taken By Supervisor
CA Number 5005
Responded By Tomeika/Diane
Response Date 6/27/2006
Resolution 7/7/2006***

Customer stated that the CA followed the incorrect call procedure after sending Ring 1, 2 and then there was no response.

Supervisor apologized and stated that the technical department would investigate. The technical department discovered that the CA's workstation experienced technical difficulty and the CA was unable to send information. Customer Service has attempted several times to notify the customer but here has been no answer.

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

***Inquire Date 8/5/2006
Record ID 12692
Call Taken By Lead CA
CA Number 5204
Responded By Tina
Response Date 8/9/2006
Resolution 8/9/2006***

Customer stated that the CA let the phone ring only five times. Customer was frustrated that the CA did not follow the procedure.

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

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

***Inquire Date 9/9/2006
Record ID 12801
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 9/12/2006
Resolution 9/12/2006***

Customer has been having difficulties receiving calls. Customer has an automatic VCO connection in his profile. Customer does not receive typing from the CAs. Customer stated that most of the CAs seem to be unable to do this call correctly.

Lead CA explained how to answer a call and what could happen if the call received is not through the relay. Lead CA also stated that she would forward this information to the Relay Manager so that the CAs could be counseled. Customer Service contacted the customer to do test calls and update their profile. CAs were counseled and customer was satisfied.

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

***Inquire Date 12/16/2006
Record ID 13109
Call Taken By Lead CA
CA Number 5221
Responded By Diane/Tina
Response Date 12/18/2006
Resolution 12/18/2006***

Customer stated that she did not like the way the CA was processing the call, as the CA interrupted her typing on the call.

Lead CA 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 the CA did not place the call correctly for her when she attempted to use her pre-paid calling through the relay. Customer stated CA also did not inform her of the number of minutes left on her card.

***Inquire Date 2/11/2007
Record ID 13384
Call Taken By At the Workstation
CA Number 5243
Responded By Tina
Response Date 2/13/2007
Resolution 2/13/2007***

Supervisor 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 they are being charged incorrectly through the relay for a number that was misdialled by the CAs.

***Inquire Date 3/2/2007
Record ID 13544
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/2/2007
Resolution 3/15/2007***

Lead CA apologized and requested a copy of the bill for reimbursement. Reimbursement was made. All CAs have been counseled on proper billing procedures.

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

Customer stated that the CA asked them for the number to dial three times and customer ended up disconnecting and calling back to place their call.

***Inquire Date 4/23/2007
Record ID 13795
Call Taken By Supervisor
CA Number 5200
Responded By Tina
Response Date 4/24/2007
Resolution 4/24/2007***

Supervisor apologized and assisted the customer with their call. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer has been unable to place long distance call through the relay since the Georgia Relay contract renewal.

***Inquire Date 6/1/2006
Record ID 12541
Call Taken By Lead CA
CA Number
Responded By LaShonda Price
Response Date 6/2/2006
Resolution 7/7/2006***

Lead CA apologized and stated that Customer Service would contact the customer in regards to this issue. Customer Service has attempted to contact customer several times but there has been no answer.

***Service Complaints--
Miscellaneous***

Customer had several concerns about the relay and the confidentiality rules the CAs must follow. Customer also had concerns about the amount of training a CA receives.

***Inquire Date 7/13/2006
Record ID 12623
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/13/2006
Resolution 7/13/2006***

Customer Service answered customer's questions and explained the confidentiality guidelines the CAs must follow. Customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated that CA typed to her son's TTY that she had an emergency and her son rushed to her house. Customer stated that she wished the CA would not type things that are not true.

***Inquire Date 9/12/2006
Record ID 12779
Call Taken By Customer Service
Rep
CA Number 5222
Responded By Tina
Response Date 9/14/2006
Resolution 9/14/2006***

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the CA dialed her son's number but was never able to connect. Customer Service notified the customer of the findings and explained that the CA was not able to type to him since there had been no connection. CA was counseled to call for a Supervisor when difficulties on a call occur. Customer understood.

***Service Complaints--
Miscellaneous***

Customer stated that he got the impression that the Supervisor did not have time to assist him when he asked for the Supervisor.

***Inquire Date 9/14/2006
Record ID 12803
Call Taken By Customer Service
CA Number
Responded By Tina/Deborah
Response Date 9/14/2006
Resolution 9/14/2006***

Customer Service apologized and stated that the Supervisor would be counseled. CA and Supervisor stated that they were unable to understand what the customer was requesting and did not understand that the customer wanted the Supervisor to continue voicing their call. Supervisor was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated each time she attempts to contact her mother, it takes too long for the CAs to connect to VCO and her mother hangs up before the connection is made.

***Inquire Date 1/29/2007
Record ID 13181
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 1/31/2007
Resolution 1/31/2007***

Lead CA apologized and suggested a profile for her mother with an automatic VCO connection. Profile was implemented and customer was satisfied.

**Service Complaints--
Miscellaneous**

Customer stated that the CA does not switch back and forth soon enough to hear all of the other party's conversation.

**Inquire Date 3/18/2007
Record ID 13619
Call Taken By At the Workstation
CA Number 5047
Responded By Sabrina
Response Date 3/18/2007
Resolution 3/18/2007**

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was counseled on how to use the relay more efficiently.

**Service Complaints--
Miscellaneous**

Customer stated that the CA had typed "shouting" and her party was not "shouting". Customer stated that her caller became upset and hung up on the call.

**Inquire Date 4/17/2007
Record ID 13841
Call Taken By Customer Service
CA Number 5102
Responded By Tina
Response Date 4/26/2007
Resolution 4/26/2007**

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

**Service Complaints--
Miscellaneous**

Customer stated that the quality of service that they had received lately had been poor.

**Inquire Date 5/27/2007
Record ID 13892
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 5/27/2007
Resolution 5/27/2007**

Lead CA apologized and stated that the information would be forwarded to the Relay Managers. Frequent monitoring and retraining for the CAs has been conducted. Customer was satisfied.

**Service Complaints--
Ringling/No Answer**

Customer stated that he was unable to reach the relay when he called the relay.

**Inquire Date 6/13/2006
Record ID 12558
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006**

Customer Service apologized and stated that the relay had been very busy today and asked the customer to please try their call again. Customer understood. Georgia Relay answered 99% in 10 seconds on that day.

Technical Complaints--Connect Time (TTY/Voice) Customer stated that there are delays after he contacts the relay and that there seems to be a longer wait for the CA.

Inquire Date 11/13/2006
Record ID 13037
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 11/14/2006
Resolution 1/3/2007

Lead CA apologized and stated that Customer Service would contact him in regards to this issue. Lead CA offered a profile for quicker connection, but customer refused. Customer Service contacted the customer and left a message, but there has been no response.

Technical Complaints--Connect Time (TTY/Voice)

Customer stated they have been attempting to place a call several times through the relay and have been unable to reach the CA. Customer also had questions about calling features and printed materials available through the relay.

Inquire Date 2/21/2007
Record ID 13389
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/21/2007
Resolution 2/21/2007

Customer Service apologized and stated the relay has been busy and to please try their call again. Customer Service answered questions about the relay and printed materials available. Customer understood. Calls were answered at 99% within 10 seconds for the day.

Technical Complaints--Busy Signal/Blockage

Customer stated that when she calls her mom she always receives a busy signal.

Inquire Date 2/28/2007
Record ID 13396
Call Taken By At the Workstation
CA Number
Responded By Michelle
Response Date 2/28/2007
Resolution 2/28/2007

CA called for Supervisor. Supervisor attempted the call and reached a busy signal on the first attempt. Supervisor attempted the call again and reached the answering machine. Customer was able to leave a message. Customer was satisfied.

Technical Complaints--Busy Signal/Blockage

Customer has been unable to call her mother through the relay as she keeps reaching a fast busy signal.

Inquire Date 4/22/2007
Record ID 13713
Call Taken By Lead CA
CA Number
Responded By Rick/Tina
Response Date 4/23/2007
Resolution 5/30/2007

Lead CA forwarded the complaint to Customer Service. Customer Service returned several calls to the customer and left messages stating that more information was needed to investigate the calls. There has been no return call from the customer.

**Technical Complaints--711
Problems**

Customer stated that her friend is unable to reach the relay when dialing 7-1-1 or the 800 number.

**Inquire Date 6/1/2006
Record ID 12538
Call Taken By Customer Service
CA Number
Responded By LaShonda/Sam
Response Date 6/1/2006
Resolution 7/15/2006**

Customer Service apologized to the customer and placed test calls to the toll free numbers and to 7-1-1 that went through fine. Customer Service stated that she would have the Outreach Coordinator set up a home visit to come and check on the customer's equipment. Customer was satisfied. Information was forwarded to Outreach Coordinator, who has attempted several times to reach the customer but there has been no response from customer.

**Technical Complaints--711
Problems**

Customer was unable to dial 711 from their office PBX.

**Inquire Date 8/7/2006
Record ID 12696
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/7/2006
Resolution 8/7/2006**

Customer Service gave the customer the toll free number to reach the relay and offered to speak to the telephone administrator to set up the translation number in their office PBX. Customer refused and was satisfied with the toll free number.

**Technical Complaints--711
Problems**

Customer stated that 7-1-1 did not work and they had used the toll free number to reach the relay.

**Inquire Date 8/22/2006
Record ID 12723
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 8/22/2006
Resolution 8/22/2006**

Assistant Operations Manager placed a test call and discovered that 7-1-1 was working correctly. Assistant Operations Manager explained why 7-1-1 does not always work from an office PBX. Customer understood and did not wish to make any changes at their office.

**Technical Complaints--711
Problems**

Customer stated that he could not reach the relay through 7-1-1 and wanted the relay to know. Customer declined to give any other information other than their name.

**Inquire Date 8/29/2006
Record ID 12737
Call Taken By Lead CA
CA Number
Responded By Jody
Response Date 8/31/2006
Resolution 8/31/2006**

Lead CA placed a test call and discovered that 711 was working correctly. Customer had refused to give contact information and had hung up.

**Technical Complaints--711
Problems**

**Inquire Date 9/2/2006
Record ID 12777
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 9/7/2006
Resolution 10/6/2006**

Customer has been unable to dial 7-1-1 from her cell phone to place a test call to her son's TTY.

Supervisor offered the customer the toll free number and stated that Customer Service would contact them in regards to their cell phone being unable to dial 7-1-1. Customer was satisfied. Customer Service has attempted to contact customer several times, but there has been no answer.

**Technical Complaints--711
Problems**

**Inquire Date 10/26/2006
Record ID 12863
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 10/26/2006
Resolution 10/26/2006**

Customer stated that he was unable to reach 7-1-1 and wondered how he was going to get his relay call through. Customer refused to give contact information.

Lead CA apologized and stated that relay could contact their provider in regards to this issue. Customer declined the assistance.

**Technical Complaints--711
Problems**

**Inquire Date 11/1/2006
Record ID 12962
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 11/1/2006
Resolution 11/1/2006**

Customer stated that 7-1-1 was not working on her cell phone and wanted the toll free number to reach the relay.

Supervisor gave both the TTY and Voice toll free numbers and requested contact information so technical department could work with cell phone provider. Customer declined to give contact information and appreciated the toll free number. Customer was satisfied.

**Technical Complaints--711
Problems**

**Inquire Date 11/17/2006
Record ID 12995
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/17/2006
Resolution 11/17/2006**

Customer stated that they were unable to place a 7-1-1 relay call through the office PBX.

Assistant Operations Manager gave the customer the toll free number. Assistant Operations Manager offered to speak to the telephone administrator of the office in regards to this issue and the customer refused. Customer was satisfied.

**Technical Complaints--711
Problems**

Inquire Date 2/20/2007
Record ID 13387
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/20/2007
Resolution 2/20/2007

Customer stated that 7-1-1 is not working in the office and wondered how to reach the relay.

Lead CA explained about setting 7-1-1 up in the office PBX system and if the telephone administrator needed help with programming to contact the relay. Lead CA gave customer the toll free number to reach the relay. Customer was satisfied.

**Technical Complaints--711
Problems**

Inquire Date 2/20/2007
Record ID 13388
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/20/2007
Resolution 2/20/2007

Customer stated that they are unable to dial 7-1-1 from their office and wondered how to reach the relay.

Lead CA explained how to set 7-1-1 up in the office PBX system and if the telephone administrator needed help with programming, to contact the relay. Lead CA gave customer the toll free number to reach the relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 7/31/2006
Record ID 12684
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/31/2006
Resolution 8/3/2006

Customer has been having difficulties with VCO connections.

Customer Service apologized to customer and stated that a profile would be set up with an automatic connection. Profile was implemented and customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 8/31/2006
Record ID 12764
Call Taken By Operations Mgr
CA Number
Responded By Sam/Tina
Response Date 9/1/2006
Resolution 9/2/2006

Customer stated that each time he attempts to dial the Georgia Council for the Hearing Impaired through the relay, he receives a recording that states their number is blocked from anyone being able to reach them with that number.

Georgia Relay Outreach Coordinator stated that this information would be forwarded to Customer Service. Customer Service placed test calls through the relay to the number that was provided and was able to reach the Georgia Council. Customer Service informed Georgia Relay Outreach Coordinator to contact the customer with the result and suggested that perhaps the customer check to see if he has the number programmed in his blocked list.

**Technical Complaints--
Miscellaneous**

**Inquire Date 10/17/2006
Record ID 12859
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 10/17/2006
Resolution 10/17/2006**

Inmate was unable to reach the relay and wanted to place a call through the relay.

Assistant Operations Manager explained that the relay would need to speak with the prison telephone administrator. Inmate stated that he would ask him to contact the relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

**Inquire Date 11/2/2006
Record ID 12963
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/12/2006
Resolution 11/12/2006**

Customer stated that when she dials 7-1-1 she gets a recording that states "unable to complete your call as dialed". Customer also stated that when using the toll free number the CA states she is having technical difficulties and is unable to place a call.

Supervisor explained that when a customer's number shows as a toll free number to the relay it creates an error at the workstation. This may cause a delay in processing the call. Supervisor apologized and stated that the CA should be able to place a call even with this error and asked the customer to attempt their call again. Customer was satisfied. Customer did not know the CA number so that the CA could be counseled.

**Technical Complaints--
Miscellaneous**

**Inquire Date 1/2/2007
Record ID 13196
Call Taken By Operations Mgr
CA Number
Responded By Tina
Response Date 1/5/2007
Resolution 1/5/2007**

Customer stated that they were able to place a call dialing 711, but were unable to reach the relay when dialing the 800 number.

Assistant Operation Manager stated that the information would be forwarded to the technical department. The technical department placed test calls and discovered that the 800 number was operational. Further investigation found that the customer was coming in on the 800 number, but disconnected immediately. Customer Service notified the customer of the findings. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

**Inquire Date 1/19/2007
Record ID 13188
Call Taken By Customer Service
CA Number
Responded By Tina/Greg
Response Date 1/19/2007
Resolution 2/9/2007**

Customer stated each time she attempts to use her pre-paid calling card through the relay that her brother who is hard of hearing, hangs up and states that he does not accept collect calls.

Customer Service forwarded the information to the technical department. The technical department discovered that the calls were going through correctly. Customer Service placed test calls with the customer and offered a profile with an Automatic VCO connection. Customer also purchased a Hamilton Calling Card. Profile was implemented and customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 3/2/2007
Record ID 13564
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/2/2007
Resolution 3/2/2007

Customer stated that he is unable to place a local call as it is blocked.

Supervisor stated that if call is local then CA should not receive a blocked message and suggested that the customer attempt to redial the call again. The customer was instructed to call back immediately if problems arose. Customer was satisfied and there has been no return call from the customer.

**Technical Complaints--
Miscellaneous**

Inquire Date 4/23/2007
Record ID 13840
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 4/24/2007
Resolution

Customer requested 611 for telephone repair service to be dialed through the relay.

Supervisor apologized and explained that 611 is not able to be dialed through the relay. At that time, Georgia Relay did not have access to the state's 611 listing for all local telephone companies. Georgia Relay has since been working to attain this information and once compiled, will have this information available for all CAs.

**Technical Complaints--
Miscellaneous**

Inquire Date 5/25/2007
Record ID 13884
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 5/29/2007
Resolution 5/29/2007

Customer stated she has been unable to dial toll free call through the relay.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the relay had technical difficulties. Customer was notified and asked to try their call again. Customer was satisfied.

**Technical Complaints—Line
Disconnected**

Inquire Date 5/11/2007
Record ID 13885
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/11/2007
Resolution

Customer stated that in the middle of the call the relay hangs up and no typing is received.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the ANI is identifying as a payphone call. Customer Service has attempted to contact the customer to obtain provider information to resolve this issue. Customer Service has been unable to reach the customer at this time.

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

**Inquire Date 6/22/2006
Record ID 12574
Call Taken By Lead CA
CA Number
Responded By Jodi/Tina
Response Date 6/23/2006
Resolution**

Customer stated that she is unable to place long distance calls through the relay as they are being blocked by AT&T. Customer stated that their long distance provider is Ellijay Telephone Company.

Customer Service explained that Ellijay Telephone Company was not a participating carrier through the relay. The technical department is working with the carrier to become a participating carrier. Customer Service offered to set up a profile, but customer refused. Customer will be notified when Ellijay Telephone Company has become a participating carrier through the relay. Customer understood. ETC offered a temporary solution to its customers using Qwest as a reseller. Customer chose this option and a profile has been set up and implemented. ETC is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 7/2/2006
Record ID 12682
Call Taken By Lead CA
CA Number
Responded By Steph/Tina
Response Date 7/3/2006
Resolution**

Customer requested a profile with ETC as their long distance carrier. Customer stated they are able to reach the relay using the toll free number but not 711. When the customer dials 711, she reaches an AT&T recording.

Lead CA explained that ETC was not a participating carrier through the relay. The technical department worked with ETC to correct the 711 translation issue and continues to work with the carrier to become a participating carrier through the relay. Customer was notified that a profile could be set up for Qwest at this time. Customer refused. Customer will be notified when ETC has become a participating carrier. ETC offered a temporary solution to its customers using Qwest as a reseller. Customer did not choose this option. ETC 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 12683
Call Taken By Customer Service
CA Number
Responded By Tina/Greg
Response Date 7/31/2006
Resolution**

Customer requested a profile with Alltel as their long distance provider.

Customer Service explained that Alltel is not a participating provider in the state of Georgia. The technical department has been in contact with Alltel and discovered that they have been working on this issue for two years. Carrier technician stated that they do not have access to the correct tandems to allow this connection. Relay Technical department will continue to contact the carrier to work on this issue. Customer will be notified when Alltel becomes a participating carrier through the relay. Customer understood. Alltel is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 8/18/2006
Record ID 12767
Call Taken By Supervisor
CA Number
Responded By Brenda/Tina
Response Date 8/18/2006
Resolution**

Customer requested Com South as their long distance provider.

Supervisor explained that Com South was not a participating carrier through the relay. Supervisor offered to set up a profile with a different carrier. Customer refused. Customer Service forwarded the information about Com South to the technical department. The technical department continues to work with Com South. Customer will be contacted when Com South becomes a participating carrier through the relay. Com South is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 9/7/2006
Record ID 12792
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/7/2006
Resolution 9/15/2006**

Customer requested a VCO profile for her mother, through the relay. Customer's mother has Chickamauga Telephone as their long distance provider.

Customer Service explained how to place a call and set up the profile for the customer's mother. Customer Service explained that Chickamauga was not a participating provider with the relay, but relay would contact the provider. Customer Service worked with the carrier to become a participating provider through the relay. Customer Service updated the profile and notified the customer that Chickamauga Telephone is now a participating carrier through the relay. Customer was satisfied.

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

**Inquire Date 10/2/2006
Record ID 12854
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/2/2006
Resolution**

Customer has been receiving a recording when attempting to place a long distance call through the relay. Customer's carrier is Nuvox.

Customer Service explained why the customer could be hearing the recording and that Nuvox is not a participating carrier through the relay. Customer Service held a conference call with the customer and carrier. Letter of authorization information was acquired and sent. Customer refused a profile with a different carrier. There has been no further contact from the carrier. Nuvox is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 11/20/2006
Record ID 13010
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/20/2006
Resolution 11/20/2006**

Customer stated that they were unsure why their call went through AT&T when they have Time Warner.

Supervisor explained that Time Warner was not a participating carrier with the relay at that time. Customer refused to give contact information and disconnected. Time Warner is now a participating provider with the relay.

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

**Inquire Date 12/1/2006
Record ID 13054
Call Taken By Operations Mgr
CA Number
Responded By Diane/Tina
Response Date 12/1/2006
Resolution**

Customer stated he is being billed incorrectly for the calls that he places through the relay. Customer stated his carrier is Ringgold Telephone Company.

Assistant Operations Manager explained that this carrier was not a participating provider with the relay and asked customer to mail in a copy of their bill for possible reimbursement for incorrect billing through relay. Customer was satisfied and bill was mailed. Customer Service discovered calls should have been local and customer was billed long distance. Customer Service mailed reimbursement for charges to the customer. The technical department continues to contact Ringgold Telephone Company to become a participating provider. Ringgold Telephone Company is still not a participating carrier as of 5/31/2007.

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

Inquire Date 1/3/2007
Record ID 13197
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/3/2007
Resolution

Customer wanted to set up a profile for Windstream as their long distance provider.

Customer Service explained that Windstream is not a participating provider through the relay, but has been contacted by the relay. Customer understood and profile information was set up. Windstream is still not a participating carrier as of 5/31/2007.

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

Inquire Date 2/18/2007
Record ID 13391
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 2/19/2007
Resolution

Customer requested IDT as her mother's long distance provider.

Lead CA stated that Customer Service would contact them about setting up their profile. Customer Service left a message explaining IDT was not a participating provider with the relay at this time and if the customer had any other profile requests to please contact the relay. IDT is still not a participating carrier as of 5/31/2007.

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

Inquire Date 2/21/2007
Record ID 13394
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/21/2007
Resolution 5/30/2007

Customer requested an automatic HCO profile with Coastal Long Distance as their provider.

Customer Service explained that Coastal Long Distance was not a participating provider with the relay. Customer Service contacted the provider and suggested that the customer also contact the provider. Customer Service set up the profile and a letter of authorization was sent to the provider. Customer understood. Coastal Long Distance has sent their letter of authorization and the technical department is setting up testing to ensure that it is working.

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

Inquire Date 2/23/2007
Record ID 13393
Call Taken By Operations Mgr
CA Number
Responded By Barb/Tina
Response Date 2/26/2007
Resolution

Customer requested Windstream/Alltel as their long distance provider through the relay.

Customer Service explained to customer that Windstream/Alltel is not a participating provider. Customer Service suggested that the customer contact the provider, as will Customer Service. Customer understood. Windstream/Alltel is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 3/8/2007
Record ID 13574
Call Taken By Lead CA
CA Number
Responded By Rick/Tina
Response Date 3/8/2007
Resolution**

Customer wanted to verify that their profile showed Charter as his carrier.

Customer Service explained that Charter is not a participating provider through the relay. Customer Service suggested that the customer contact Charter and offered a different carrier for their profile. Customer understood but declined at this time. Customer Service also has contacted the carrier. Charter is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 3/12/2007
Record ID 13543
Call Taken By Customer Service
CA Number
Responded By Tina/JoAnne
Response Date 3/12/2007
Resolution**

Customer requested Media-Com as their long distance provider.

Customer Service explained that Media-Com was not a participating provider through the relay. Customer Service suggested that the customer contact Media-Com and offered a different carrier for their profile. Customer understood but refused at this time. Customer Service has contacted carrier. Media-Com is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 3/13/2007
Record ID 13545
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/13/2007
Resolution**

Customer requested Altell as their long distance provider.

Customer Service explained that the carrier was not a participating provider through the relay. Customer Service suggested that the customer contact Altell and offered a different carrier for their profile. Customer understood but declined at this time. Customer Service has contacted the carrier. Altell is still not a participating carrier as of 5/31/2007.
