

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



**Rhode Island**  
Relay

June 26, 2006

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

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

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

Dear Ms. Dortch and Ms. Gregory,

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

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

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

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

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

Of 62 total complaints in Rhode Island, 44 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Outreach and Customer Service personnel have been to this user's home on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Service will continue to work with this relay user.

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,

# ***Rhode Island Relay 2006 FCC Complaint Report***

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

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

***Inquire Date 06/20/2005  
Record ID 9491  
Call Taken By At the Workstation  
CA Number 1363  
Responded By Chantell Bailey  
Response Date 06/20/2005  
Resolution Date 06/20/2005***

Customer requested a Supervisor at the workstation. Customer stated that her party hung up on her and she wanted the relay to redial that number and "No Bill" the call. Customer does not feel that she should have to pay for the call because the other party hung up on her.

Supervisor came to the workstation and explained to the customer that the other party hung up on the relay. Supervisor stated that because the other party hung up that the relay would be unable to "No Bill" the return call for the customer. Supervisor stated that if she had any questions to please contact Customer Service. Customer was still upset and refused to place another call.

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

***Inquire Date 07/07/2005  
Record ID 9635  
Call Taken By Customer Service Rep  
CA Number 1381  
Responded By Karen Griffin  
Response Date 07/07/2005  
Resolution Date 07/07/2005***

Customer was upset with the CA because the call took too long to process and she did not understand the recording. Customer became very upset when the representative at the company she was calling hung up.

CA handling the call requested a Supervisor at the workstation. Supervisor explained that the customer had reached a recording to hold for the next live representative. The representative answered, was told it was a relay call and then hung up. The customer was still upset after the explanation and hung up.

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

***Inquire Date 09/01/2005  
Record ID 10126  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 09/02/2005  
Resolution Date 09/02/2005***

Customer stated that calls to his mother appear to have garbling. Customer did not have call information. Customer's mother also called in regards to the same issue and stated that her telephone is a new VCO model. Both stated that the calls are through another provider.

Since the customer stated that the calls were not processed through Rhode Island Relay, Customer Service directed the customer to contact the other relay provider in regards to this issue. Customer Service explained the same to the customer's mother. Both customers were satisfied.

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

***Inquire Date 10/03/2005  
Record ID 10269  
Call Taken By At the Workstation  
CA Number  
Responded By Tina Collingham  
Response Date 10/05/2005  
Resolution Date 10/05/2005***

Customer complained that the CA had made several typing errors. Customer did not have the CA number.

Supervisor apologized to the customer and stated that the relay would investigate this issue and that once the CA number was acquired, the CA would be counseled in regards to this issue. The technical department was unable to locate a call through Rhode Island Relay with the call information that was given. The customer was informed of the information and understood.

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**External Complaints—Miscellaneous**

**Inquire Date 10/06/2005**  
**Record ID 10313**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Mila Simmons**  
**Response Date 10/06/2005**  
**Resolution Date 10/06/2005**

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

Supervisor stated that there was nothing that relay could do if the call was not placed through the relay and directed the customer to their local telephone company. Customer understood.

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**External Complaints—Miscellaneous**

**Inquire Date 12/28/2005**  
**Record ID 10788**  
**Call Taken By At the Workstation**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 12/29/2005**  
**Resolution Date 12/29/2005**

Customer was attempting to place an international call through the relay. Customer stated that they have been able to dial this number before, but cannot get this number to go through at this time.

Supervisor at workstation explained that everything was set correctly and that the CA was reaching a recording that stated the call could not be completed as dialed. Supervisor stated this recording is an operator generated recording and was possibly generated by the long distance carrier. The technical department investigated and discovered that the call was dialing out correctly from the relay. Customer Service suggested that the customer contact their long distance provider. Customer understood. The technical department contacted Verizon and explained the issue. Customer has been contacted and the technical department continues to contact Verizon. At this time, Verizon needs to take further action to correct the problem.

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

**Inquire Date 02/13/2006**  
**Record ID 11075**  
**Call Taken By Operations Mgr**  
**CA Number 6149**  
**Responded By Diane Taylor/Tina Collingham**  
**Response Date 02/14/2006**  
**Resolution Date 02/14/2006**

Customer was upset that the CA did not type the message correctly. Customer also stated that a CA hung up on a different call.

Assistant Operations Manager apologized and stated that the CA would be counseled. The technical department investigated and discovered that the CA did not disconnect the call. CA was counseled. Customer was notified and understood.

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**Service Complaints--CA Did not Keep User Informed**

**Inquire Date 07/08/2005**  
**Record ID 9637**  
**Call Taken By Operations Mgr**  
**CA Number 1153**  
**Responded By Barb Handrup**  
**Response Date 07/08/2005**  
**Resolution Date 07/08/2005**

Customer wanted to know why the CA did not repeat her message when the second person answered. Customer stated that after a hearing person gave the CA the information, she asked the TTY party to please hold but the CA did not keep her informed. Customer stated that she requested a Supervisor. The customer stated that the Supervisor said she was sorry but did not explain what happened.

Relay Manager stated that the Supervisor was contacted and it was discovered that the CA was receiving the spelling of a medication and that is when the customer was asked to hold. CA and Supervisor were counseled on keeping the user informed. Customer was satisfied.

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**Service Complaints--CA Did not Keep User Informed**

**Inquire Date 09/05/2005**  
**Record ID 10130**  
**Call Taken By Lead CA**  
**CA Number 1159**  
**Responded By Tina Collingham**  
**Response Date 09/05/2005**  
**Resolution Date 09/07/2005**

Customer requested to speak to the Relay Manager. Customer was upset because she has not been kept informed during calls to businesses that were transferred to another department.

Relay Manager apologized to the customer and stated that the CA should always identify to the customer when another person comes on the line. CA was counseled and customer was satisfied.

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**Service Complaints--CA Did not Keep User Informed**

**Inquire Date 10/01/2005**  
**Record ID 10311**  
**Call Taken By Supervisor**  
**CA Number 1234**  
**Responded By Lori Goff**  
**Response Date 10/01/2005**  
**Resolution Date 10/01/2005**

Customer was upset that the CA did not respond to her after the CA sent the number to dial. Customer stated that the CA was not keeping her informed of what was happening on the call.

Supervisor apologized and stated that the CA would be counseled. Customer was satisfied and the CA was counseled in regards to this issue.

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**Service Complaints--CA Did not Keep User Informed**

**Inquire Date 12/01/2005**  
**Record ID 10749**  
**Call Taken By Lead CA**  
**CA Number 6664 & 6111**  
**Responded By Diane Taylor**  
**Response Date 12/01/2005**  
**Resolution Date 12/01/2005**

Customer was upset that the CA did not keep her informed of what was happening on her call. Customer stated that she has NI in her profile and the parties that she was calling hung up. Customer stated that the CAs should keep the called party on the line.

Supervisor explained NI and stated that sometimes parties will hang up. Supervisor apologized to the customer and stated that she would get the customer a different CA. The new CA placed another call for the customer and the party also hung up. Customer called Assistant Operations Manager. Assistant Operations Managers apologized to the customer and stated that she would counsel the Supervisor and CA in regards to this issue and stated that with NI, the CA is not allowed to say anything at all and this could be why the parties might hang up. Customer understood and did not want her profile changed.

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**Service Complaints--CA Did not Keep User Informed**

**Inquire Date 12/08/2005**  
**Record ID 10785**  
**Call Taken By Operations Mgr**  
**CA Number**  
**Responded By Diane Taylor**  
**Response Date 12/08/2005**  
**Resolution Date 12/12/2005**

Customer thought that the CA had hung up on her.

Assistant Operations Manager forwarded the information to the technical department and discovered that the CA did not hang up on the customer. Assistant Operations Manager apologized and explained to the customer that she was not disconnected. Customer was satisfied.

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***Service Complaints--CA Did not Keep User Informed***

Customer felt the CA hung up on her and did not keep her informed during the conversation.

***Inquire Date 12/13/2005  
Record ID 10786  
Call Taken By Operations Mgr  
CA Number 6921  
Responded By Diane Taylor  
Response Date 12/13/2005  
Resolution Date 12/16/2005***

Assistant Operations Manager forwarded the information to the technical department. The technical department investigated and discovered that the CA did not release the call. Assistant Operations Manager apologized for the inconvenience and stated the CA would be counseled on keeping the user informed. Customer was satisfied and CA was counseled.

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***Service Complaints--CA Did not Keep User Informed***

Customer was upset that the CA did not keep her informed when retrieving her voice mail.

***Inquire Date 02/17/2006  
Record ID 11038  
Call Taken By Program Mgr  
CA Number 6594  
Responded By Diane Taylor  
Response Date 02/17/2006  
Resolution Date 02/17/2006***

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

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***Service Complaints--CA Did not Keep User Informed***

Customer requested a female CA and did not receive a response from the relay.

***Inquire Date 02/22/2006  
Record ID 11108  
Call Taken By Operations Mgr  
CA Number 6444  
Responded By Barb Handrup  
Response Date 02/22/2006  
Resolution Date 02/22/2006***

Relay Manager stated that the CA would be counseled about keeping the user informed. CA was counseled and customer was satisfied.

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***Service Complaints--CA Did not Keep User Informed***

Customer was upset that the CA did not keep her informed.

***Inquire Date 03/04/2006  
Record ID 11279  
Call Taken By At the Workstation  
CA Number 6265  
Responded By Kelly Capener  
Response Date 03/04/2006  
Resolution Date 03/04/2006***

Supervisor apologized and stated that the CA would be counseled. Customer understood. The technical department investigated and discovered that a technical problem at the workstation did not allow the CA to type. The technical problem has been resolved. Customer wanted a call back, but did not want to give the Supervisor her telephone number. Customer contacted the relay at a later date and was informed of the information. Customer understood.

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***Service Complaints--CA Did not Keep User Informed***

***Inquire Date 04/19/2006  
Record ID 11484  
Call Taken By Operations Mgr  
CA Number 6416 & 6322  
Responded By Diane Taylor  
Response Date 04/19/2006  
Resolution Date 04/19/2006***

Customer was upset with two CAs and the Supervisor. Customer stated that the first CA did not keep her informed and the second CA did not retrieve her voice mail correctly. Customer stated that when she asked for the Supervisor, they did not assist her.

Assistant Operations Manager apologized to customer and stated that the CAs and the Supervisor would be counseled. CAs and Supervisor were counseled. Customer was satisfied.

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***Service Complaints--CA Did not Keep User Informed***

***Inquire Date 05/23/2006  
Record ID 11697  
Call Taken By Customer Service Rep  
CA Number 6664  
Responded By Barb Handrup/Tina Collingham  
Response Date 05/23/2006  
Resolution Date 05/23/2006***

Customer was upset that CA did not keep her informed during the call when she reached a recording.

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

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***Service Complaints--CA Typing***

***Inquire Date 08/18/2005  
Record ID 9979  
Call Taken By Operations Mgr  
CA Number 1398 M  
Responded By Barb Handrup  
Response Date 08/19/2005  
Resolution Date 08/19/2005***

Customer stated that the CA had made a mistake while typing the message and when the customer requested that the CA correct the mistake, it was also typed incorrectly. Customer was upset that the CA had not corrected the typing error.

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

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

***Inquire Date 07/07/2005  
Record ID 9634  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/07/2005  
Resolution Date 07/07/2005***

Customer has been receiving fraudulent phone calls through Rhode Island Relay and wanted to know how to obtain call records.

Customer Service suggested that the customer contact law enforcement. Customer Service explained that if a court order was obtained then we could release call information to the Court. Customer was satisfied.

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

***Inquire Date 07/28/2005  
Record ID 9758  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 07/28/2005  
Resolution Date 07/28/2005***

Business has been receiving fraudulent phone calls through the relay. Police officer arrived at the store and called back to the relay. Police officer wanted to know if the call received was placed through the relay.

Customer Service explained if a court order is obtained, call information would be released to the Court. Officer understood.

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

***Inquire Date 09/25/2005  
Record ID 10214  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 09/25/2005  
Resolution Date 09/25/2005***

Customer has received multiple calls from someone through Rhode Island Relay. CA gave the customer the Rhode Island Relay's Customer Service number. Customer continues to tell the person calling that they have the wrong number, but the calls have not stopped.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.

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

***Inquire Date 06/06/2005  
Record ID 9381  
Call Taken By Operations Mgr  
CA Number 1333  
Responded By Diane Taylor  
Response Date 06/06/2005  
Resolution Date 06/06/2005***

Customer stated that the CA would not repeat the conversation when the customer was unable to hear what was said.

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

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

***Inquire Date 11/15/2005  
Record ID 10516  
Call Taken By Operations Mgr  
CA Number 1384  
Responded By Diane Taylor  
Response Date 11/15/2005  
Resolution Date 11/15/2005***

Customer stated that the CA did not inform her that there was no new messages in her voice mail.

Assistant Operations Manager stated that the CA would be counseled on following the proper procedures for checking the voice mail. Customer was satisfied and the CA was counseled.

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

***Inquire Date 01/18/2006  
Record ID 10869  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
Response Date 01/19/2006  
Resolution Date***

Customer was upset because the customer placed a call from a location other than his home and was disconnected from the relay.

Supervisor apologized and stated the information would be forwarded to the technical department. Supervisor suggested setting up a remote profile, but the customer refused. Customer Service notified the customer that the problem was CA error. All CAs have been counseled on proper procedures for this type of connection. Customer was satisfied.

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

***Inquire Date 01/25/2006  
Record ID 10918  
Call Taken By Lead CA  
CA Number 6295  
Responded By Tina Collingham  
Response Date 01/25/2006  
Resolution Date 01/31/2006***

Customer stated CAs are not dialing or seeing the telephone number that he has typed. Customer has a profile set up for Automatic HCO.

Customer Service apologized and stated the information would be forwarded to the technical department. The technical department discovered that the issue was CA error. CA was retrained on HCO procedure. Customer was notified and understood.

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

***Inquire Date 05/24/2006  
Record ID 11715  
Call Taken By Operations Mgr  
CA Number 6344 & 6006  
Responded By Barb Handrup  
Response Date 05/24/2006  
Resolution Date 05/24/2006***

Customer was upset that two CAs did not follow proper procedure when identifying her call and her party hung up on her.

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

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***Service Complaints--Replaced CA Improperly in Middle of Call***

***Inquire Date 01/30/2006  
Record ID 10921  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 01/30/2006  
Resolution Date 01/30/2006***

Customer was upset that the CA hung up.

Assistant Operations Manager apologized and explained that the CA would be counseled. Assistant Operations Manager investigated and discovered that the CA was replaced improperly during a call. CA and Supervisor were counseled. Customer understood.

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

***Inquire Date 07/16/2005  
Record ID 9703  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 07/16/2005  
Resolution Date 07/16/2005***

Customer stated that her father had tried several times to reach the relay both through 711 and the toll free number and that the relay was not answering the call.

Lead CA apologized to the customer and stated that relay had been very busy and asked if the customer could please try their call again. There has been no further contact from the customer in regards to this issue. Hamilton answered 91% of all calls in 10 seconds on this day.

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

***Inquire Date 02/06/2006  
Record ID 11014  
Call Taken By Supervisor  
CA Number 6006, 1109, 6326 & 3016  
Responded By Diane Taylor  
Response Date 02/06/2006  
Resolution Date 02/06/2006***

Customer stated that the CA did not follow her voice mail procedure correctly. Customer also stated that several CAs had hung up on her.

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

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

***Inquire Date 02/15/2006  
Record ID 11073  
Call Taken By Lead CA  
CA Number 6416  
Responded By Diane Taylor  
Response Date 02/16/2006  
Resolution Date 02/16/2006***

Customer stated that the CA hung up on her call.

Assistant Operations Manager apologized and stated that the CA would be counseled. The technical department investigated and discovered that proper procedures were followed. CA was counseled and customer was satisfied.

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

***Inquire Date 03/06/2006  
Record ID 11280  
Call Taken By Customer Service Rep  
CA Number 6267FT  
Responded By Tina Collingham  
Response Date 03/06/2006  
Resolution Date 03/06/2006***

Customer was frustrated that the CA stated that there was one voice mail message. Customer stated that this was incorrect and asked the CA to redial. At that time there were three messages. Customer stated that the CA hung up before the customer was finished.

Customer Service apologized and explained how there could be a different message count. Customer Service stated that the CA would be counseled on proper call procedures. The technical department investigated and discovered that the CA had not hung up on the customer. CA was counseled and customer understood.

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

***Inquire Date 05/01/2006***

***Record ID 11574***

***Call Taken By Operations Mgr***

***CA Number 6459***

***Responded By Barb Handrup/Tina Collingham***

***Response Date 05/01/2006***

***Resolution Date***

Customer upset that CA hung up on her.

Relay Manager stated would have technicians check into this issue and apologized to customer for the inconvenience. Customer understood. Information has been forwarded to technicians.

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

***Inquire Date 05/01/2006***

***Record ID 11575***

***Call Taken By Customer Service Rep***

***CA Number 6274***

***Responded By Tina Collingham***

***Response Date 05/01/2006***

***Resolution Date***

Customer upset that CA hung up on her.

Customer Service stated would forward this information to the technicians and apologized to customer. Customer Service stated would give this information to Relay Manager as soon as available. Customer was satisfied and information was forwarded to technicians.

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

***Inquire Date 05/02/2006***

***Record ID 11576***

***Call Taken By Lead CA***

***CA Number 3066***

***Responded By Tina Collingham/Steve Holzenagel***

***Response Date 05/02/2006***

***Resolution Date***

Customer upset that CA hung up on her.

Lead CA apologized and stated this information would be forwarded to the Relay Manager. Customer was satisfied. Information was forwarded to the relay technicians.

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***Service Complaints—Miscellaneous***

***Inquire Date 06/10/2005***

***Record ID 9383***

***Call Taken By Supervisor***

***CA Number 1238 M***

***Responded By Tina Collingham***

***Response Date 06/14/2005***

***Resolution Date 06/14/2005***

Customer was upset and wanted a female CA. Customer felt that the Supervisor was not being honest when she stated that there was no female CAs available. Customer stated that she would be contacting the Relay Manager in regards to this issue.

Supervisor came to the workstation and informed the customer that there were no female CAs available at that time. Supervisor stated that she would make sure that the Relay Manager was informed of this situation. Customer hung up. The message was forwarded to the Relay Manager but there has been no call back from the customer in regards to this issue.

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***Service Complaints—Miscellaneous***

***Inquire Date 09/05/2005***  
***Record ID 10129***  
***Call Taken By Supervisor***  
***CA Number***  
***Responded By Chris***  
***Response Date 09/05/2005***  
***Resolution Date 09/05/2005***

Customer was attempting to dial to a number that was continually busy. Customer had connected to two different CAs. Customer connected to each CA on a different line in their home. Customer was very upset that the call was not processing.

Supervisor explained to the customer that the call was connected with one CA on one line and that the customer needed to hang up the second line for the call to finish processing. The customer had apparently hit flash on their telephone and had placed two calls through the relay at the same time. Customer stated the relay was wasting her time. Customer hung up but inadvertently switched to the other line and processed the call with the first CA. Customer was satisfied.

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***Service Complaints—Miscellaneous***

***Inquire Date 09/23/2005***  
***Record ID 10213***  
***Call Taken By Operations Mgr***  
***CA Number 1292***  
***Responded By Barb Handrup***  
***Response Date 09/23/2005***  
***Resolution Date 09/23/2005***

Customer stated that it took too long at the end of the call for the CA to send the "SK", so that she could give another number or close her call.

Relay Manager apologized and stated that the CA would be counseled. Customer was satisfied and CA was counseled on the importance of quickly processing calls.

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***Service Complaints—Miscellaneous***

***Inquire Date 11/19/2005***  
***Record ID 10560***  
***Call Taken By Operations Mgr***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 11/21/2005***  
***Resolution Date 11/21/2005***

Customer was having difficulties accessing her voice mail and is frustrated with CAs and Supervisors because they are not following her directions.

Assistant Operations Manager explained to customer that CAs must follow specific procedures. Assistant Operations Manager worked with customer to improve the communications between CAs and customer. Customer was satisfied and all CAs and Supervisors were counseled in regards to these issues.

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***Service Complaints—Miscellaneous***

***Inquire Date 12/27/2005***  
***Record ID 10787***  
***Call Taken By Operations Mgr***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 12/27/2005***  
***Resolution Date 12/27/2005***

Customer complained about receiving CAs that are in training.

Assistant Operations Manager explained that the calls come into whichever station has an available CA and cannot discern if the CA is in training. Assistant Operations Manager suggested that the customer request a different CA, if so desired. Customer was satisfied.

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***Service Complaints—Miscellaneous***

***Inquire Date 01/09/2006***  
***Record ID 10834***  
***Call Taken By Operations Mgr***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 01/09/2006***  
***Resolution Date 01/09/2006***

Customer inquired if the relay could make a larger space for notes in her profile. Customer stated that it takes too long to have a female CA take over her call when she requests one.

Assistant Operations Manager explained that at this time the technical department has not been able to expand the notes box in the profile. Assistant Operations Manager also explained that if a female CA is not available at the time when one is requested, the customer would have to wait until another customer is done with his/her call. At that time the female CA would be transferred to her call. Customer understood.

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***Service Complaints—Miscellaneous***

***Inquire Date 01/11/2006***  
***Record ID 10905***  
***Call Taken By Customer Service Rep***  
***CA Number 6594***  
***Responded By Barb Handrup***  
***Response Date 01/11/2006***  
***Resolution Date 01/11/2006***

Customer was upset because she had been unable to reach the relay. When the customer did connect with the relay, the male CA hung up.

Relay Manager apologized and stated the information would be forwarded to the technical department. The technical department had received an observation sheet about this call. Customer had requested a female CA and the CAs did follow proper procedure to switch CAs. Customer was notified and understood.

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***Service Complaints—Miscellaneous***

***Inquire Date 03/22/2006***  
***Record ID 11285***  
***Call Taken By Lead CA***  
***CA Number***  
***Responded By Kari Houg***  
***Response Date 03/23/2006***  
***Resolution Date 03/23/2006***

Customer was trying to contact Customer Service and was given the wrong number.

Lead CA verified the correct Customer Service number and placed a test call for the customer. This call rang through. Lead CA directed customer to dial the different number that was given to the customer. Customer was satisfied.

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***Service Complaints—Miscellaneous***

***Inquire Date 03/28/2006***  
***Record ID 11290***  
***Call Taken By Operations Mgr***  
***CA Number***  
***Responded By Diane Taylor***  
***Response Date 03/28/2006***  
***Resolution Date 03/28/2006***

Customer was upset with Supervisor and CA as they would not repeat the phone number acquired from directory assistance.

Assistant Operations Manager apologized to customer and explained that Supervisor and CA would be counseled, as the CA and Supervisor should have repeated the information. CA and Supervisor were counseled and customer understood.

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***Service Complaints—Miscellaneous***

***Inquire Date 04/12/2006***

***Record ID 11477***

***Call Taken By Customer Service Rep***

***CA Number 6991***

***Responded By Diane Taylor***

***Response Date 04/13/2006***

***Resolution Date 04/13/2006***

Customer was upset that the Supervisor and CA gave her a hard time when she tried to place her call. Customer requested to speak to the Relay Manager or Assistant Operations Manager.

Relay Manager apologized and stated that CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.

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***Service Complaints—Miscellaneous***

***Inquire Date 04/25/2006***

***Record ID 11521***

***Call Taken By Operations Mgr***

***CA Number 3019***

***Responded By Barb Handrup***

***Response Date 04/25/2006***

***Resolution Date 04/25/2006***

Customer stated that the CA refused to call for a Supervisor when asked and kept informing her that the Supervisor was busy. Customer was upset as there should be more than one Supervisor available at all times.

Relay Manager apologized and explained that at certain times of the day, there may only be one Supervisor. Relay Manager stated that CA would be counseled. CA was counseled and customer understood.

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***Service Complaints—Miscellaneous***

***Inquire Date 05/16/2006***

***Record ID 11693***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tina Collingham***

***Response Date 05/18/2006***

***Resolution Date 05/22/2006***

Customer stated that she was upset as the Supervisor did not give her name when it was requested.

Customer Service apologized and stated that the Supervisor would be counseled. Customer Service attempted to explain that the Supervisor had been counseled but the customer was very upset and only wanted to speak to the Relay Manager. This information was forwarded to the Relay Manager. Relay Manager spoke to customer and assured her that the Supervisor had been counseled in regards to this issue. Customer was satisfied.

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***Service Complaints—Miscellaneous***

***Inquire Date 05/31/2006***

***Record ID 11747***

***Call Taken By At the Workstation***

***CA Number 6585***

***Responded By Amanda & Scott/Barb Handrup***

***Response Date 06/01/2006***

***Resolution Date 06/01/2006***

Customer was upset and stated that the CA processed her call incorrectly.

Lead CA apologized and stated that a different CA would process her call. CA was counseled and customer was satisfied.

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

***Inquire Date 06/22/2005***

***Record ID 9494***

***Call Taken By Operations Mgr***

***CA Number 1161***

***Responded By Barb Handrup***

***Response Date 06/22/2005***

***Resolution Date 06/22/2005***

Customer was upset with the CA and Supervisor. The male CA did not type all of the information that was on the voice mail recording.

Relay Manager apologized and stated that both the CA and Supervisor would be counseled. Customer was satisfied. CA and Supervisor were counseled.

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

Customer was upset because the CA and the Supervisor did not follow her voice mail retrieval process.

***Inquire Date 01/12/2006***

***Record ID 10906***

***Call Taken By Supervisor***

***CA Number 6911***

***Responded By Brenda Malsbury/Diane Taylor***

***Response Date 01/12/2006***

***Resolution Date 01/13/2006***

Assistant Operations Manager apologized and stated that the CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.

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

Customer was upset with CAs for not following her voice mail retrieval procedure.

***Inquire Date 01/14/2006***

***Record ID 10907***

***Call Taken By Supervisor***

***CA Number 6912 & 6416***

***Responded By Diane Taylor***

***Response Date 01/20/2006***

***Resolution Date 01/20/2006***

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

---

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

Customer was upset because the CA did not type "answering machine" before requesting the customer to type her message. Customer also had a question about her equipment.

***Inquire Date 01/17/2006***

***Record ID 10910***

***Call Taken By Customer Service Rep***

***CA Number 6232***

***Responded By Tina Collingham***

***Response Date 01/17/2006***

***Resolution Date 01/17/2006***

Customer Service apologized and stated that the CA would be counseled. Customer Service assisted the customer with her questions regarding her equipment. CA was counseled and customer was satisfied.

---

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

Customer was upset that the CA and Supervisor did not follow the voice mail retrieval procedure correctly.

***Inquire Date 01/25/2006***

***Record ID 10917***

***Call Taken By Operations Mgr***

***CA Number 6442***

***Responded By Barb Handrup***

***Response Date 01/25/2006***

***Resolution Date 01/25/2006***

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

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

Customer stated that the CA did not properly check her voice mail. Customer stated that she is going to contact the Assistant Operations Manager.

***Inquire Date 02/07/2006***

***Record ID 11016***

***Call Taken By Supervisor***

***CA Number 6911***

***Responded By Diane Taylor***

***Response Date 02/07/2006***

***Resolution Date 02/07/2006***

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

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

***Inquire Date 03/09/2006  
Record ID 11166  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/09/2006  
Resolution Date 03/10/2006***

Customer was trying to retrieve a message from her voice mail and was told she could not, as there were no messages available. Customer was upset as when she redialed to get the messages, she felt they had been erased.

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

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

***Inquire Date 05/06/2006  
Record ID 11686  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 05/09/2006  
Resolution Date***

Customer requested a profile to be set up with Comcast as their long distance provider.

Lead CA forwarded the information to Customer Service. Customer Service has contacted the carrier in regards to this issue. Comcast stated that their digital system does not allow them to be accessible through the relay at this time. Customer Service informed the customer of the status of Comcast. Customer understood.

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

***Inquire Date 05/29/2006  
Record ID 11719  
Call Taken By Lead CA  
CA Number  
Responded By Danielle Phillips  
Response Date 05/29/2006  
Resolution Date***

Customer has Comcast as their long distance provider and would like to set up a carrier of choice profile for Comcast.

Lead CA forwarded the information to Customer Service. Customer Service has contacted the carrier in regards to this issue. Comcast stated that their digital system does not allow them to be accessible through the relay at this time. Customer Service informed the customer of the status of Comcast. Customer understood.

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***Technical Complaints—Miscellaneous***

***Inquire Date 11/26/2005  
Record ID 10617  
Call Taken By Lead CA  
CA Number 6948  
Responded By Tina Collingham/Wayne Heinerman  
Response Date 11/29/2005  
Resolution Date***

Customer uses a 1010 access number that had worked previously through the relay and is no longer working. Customer stated that the CA was unable to place his call.

Lead CA did a test call and it was not successful. Lead CA stated that this information would be forwarded to the technical department. Technical department investigated the problem and is continuing to work on a solution. Customer Service set up a profile for the customer to allow his calls to go through.

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**Technical Complaints—Miscellaneous**

***Inquire Date 02/26/2006***

***Record ID 11120***

***Call Taken By Lead CA***

***CA Number***

***Responded By Amanda Trapp/Tina***

***Collingham***

***Response Date***

***Resolution Date***

Customer stated that the CA was unable to place a call using the (\*) key as a number when dialing \*86. Customer was upset that the relay was not able to place these calls and wanted to file a complaint.

Supervisor apologized and explained that the CA was unable to process this call because the relay must have a 10 digit number to place their call. Customer understood.

---

**Technical Complaints—Miscellaneous**

***Inquire Date 04/03/2006***

***Record ID 11518***

***Call Taken By Operations Mgr***

***CA Number***

***Responded By Barb Handrup***

***Response Date 04/03/2006***

***Resolution Date***

Customer was upset because when she dialed Rhode Island Relay Customer Service she reached a different center. She was confused as to why this would happen.

Relay Manager apologized and stated that the technical department would check the Customer Service office telephone system. The technical department was able to resolve this issue within 24 hours by setting the timer to allow telephone calls to be answered in the appropriate center. Customer was satisfied.

---

**Technical Complaints—Miscellaneous**

***Inquire Date 05/25/2006***

***Record ID 11717***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tina Collingham***

***Response Date 05/25/2006***

***Resolution Date 05/25/2006***

Customer was upset that CA hung up on her in the middle of the call.

Customer Service apologized and stated that the relay had experienced technical difficulties and that the CA did not hang up on the caller. The issue was resolved at that point and Customer Service suggested that the customer place their call again. Customer understood.

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June 15, 2007

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

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

Dear Ms. Gregory,

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

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call

- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay. A second complaint was unresolved, in regards to connecting to the relay via 711. Hamilton's technical department has discovered this customer is connecting to the relay but have been unable to reach the customer.

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

Of 66 total complaints in Rhode Island, 40 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Outreach and Customer Service personnel have been to this user's home on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Service will continue to work with this relay user.

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,

# ***Rhode Island Relay 2007 FCC Complaint Report***

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

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***External Complaints—  
Miscellaneous***

Customer's mother has been unable to place a local call. Customer stated that her mother reaches a recording stating "access to the network is not authorized".

***Inquire Date 6/8/2006  
Record ID 11801  
Call Taken By Customer Service  
CA Number  
Responded By Tina Collingham  
Response Date 6/8/2006  
Resolution 6/8/2006***

Customer Service explained that the recording was an operator generated recording and directed customer to their local provider. Customer Service explained how calls are processed through the relay and customer was satisfied.

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***External Complaints--  
Miscellaneous***

Customer inquired if the relay keeps transcripts of relay calls, as she believes the CAs are lying to her. Customer inquired how long the transcripts are kept.

***Inquire Date 6/29/2006  
Record ID 11858  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 6/29/2006  
Resolution 6/29/2006***

Customer Service explained FCC and ADA rules for confidentiality and that no transcripts are kept of conversations. Customer Service explained that all Customer Service inquiries are kept for 5 years and then shredded. Customer was satisfied.

---

***External Complaints--  
Miscellaneous***

Customer stated that whenever his mother goes to place a call, or they call their mother, halfway through the call the CA will disconnect or the telephone disconnects.

***Inquire Date 6/30/2006  
Record ID 11902  
Call Taken By Lead CA  
CA Number  
Responded By Jody/Tina  
Response Date 7/3/2006  
Resolution 7/3/2006***

Lead CA apologized and forwarded the call information to the technical department. The technical department discovered that the customer's line was disconnecting. Customer Service notified the customer and suggested that the customer contact their local provider. Customer understood.

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***External Complaints--  
Miscellaneous***

Customer has been receiving garble on her TTY. Customer had difficulty reading the relay and had to call back twice to Customer Service.

***Inquire Date 8/11/2006  
Record ID 12166  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/11/2006  
Resolution 8/11/2006***

Customer Service referred the customer to Ameriphone for repair, as the VCO phone was old and the filter had never been recalibrated. Customer Service gave customer the contact information for Ameriphone. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 9/26/2006  
**Record ID** 12420  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Diane  
**Response Date** 9/26/2006  
**Resolution** 9/26/2006

Customer has attempted to contact the Rhode Island Commission for the Deaf and Hard of Hearing several times but continues to receive a recording. Customer was inquiring information for a new client that will be utilizing deaf services in Rhode Island. Customer would appreciate any information in regards to relay, equipment, schools and resources for the deaf or hard of hearing.

Assistant Operations Manager explained the relay and forwarded the customer's contact information to the Rhode Island Relay Outreach Coordinator. Customer was very appreciative for the assistance.

---

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

**Inquire Date** 11/15/2006  
**Record ID** 12763  
**Call Taken By** Operations Mgr  
**CA Number** 6265  
**Responded By** Diane  
**Response Date** 11/15/2006  
**Resolution** 11/15/2006

Customer stated that CA left the wrong date on an answering machine message.

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

---

**Service Complaints--CA Did not  
Keep User Informed**

**Inquire Date** 6/24/2006  
**Record ID** 11827  
**Call Taken By** Lead CA  
**CA Number** 6594  
**Responded By** Barb  
**Response Date** 6/26/2006  
**Resolution** 6/26/2006

Customer stated that CA did not follow her instructions when typing out her voice mail message.

Lead CA apologized and stated that this information would be forwarded to Relay Manager. Relay Manager apologized to customer and stated that the CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.

---

**Service Complaints--CA Did not  
Keep User Informed**

**Inquire Date** 6/29/2006  
**Record ID** 11857  
**Call Taken By** Operations Mgr  
**CA Number** 6270  
**Responded By** Barb Handrup  
**Response Date** 6/29/2006  
**Resolution** 6/29/2006

Customer stated that the CA did not inform her that the person she was calling was familiar with the relay.

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

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***Service Complaints--CA Did not  
Keep User Informed***

Customer stated that the CA did not keep her informed when a new voice came on the line or if it was same voice on the line.

***Inquire Date 12/4/2006  
Record ID 12894  
Call Taken By Customer Service  
CA Number 6397  
Responded By Diane  
Response Date 12/4/2006  
Resolution 12/4/2006***

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

---

***Service Complaints--CA Did not  
Keep User Informed***

Customer stated that the CA did not keep her informed by typing the 'GA'.

***Inquire Date 12/15/2006  
Record ID 12967  
Call Taken By Operations Mgr  
CA Number 6392  
Responded By Diane/Barb  
Response Date 12/15/2006  
Resolution 12/15/2006***

Relay Manager 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 that she had to hold for six minutes when requesting a female CA to take over the call. Customer stated that the CA did not respond to her during this time.

***Inquire Date 4/19/2007  
Record ID 13702  
Call Taken By Operations Mgr  
CA Number 6211  
Responded By Diane  
Response Date 4/19/2007  
Resolution 4/19/2007***

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

---

***Service Complaints--CA Did not  
Keep User Informed***

Customer stated that CA did not send their identification when they first answered the call.

***Inquire Date 4/20/2007  
Record ID 13714  
Call Taken By Supervisor  
CA Number 6388  
Responded By Amanda  
Response Date 4/20/2007  
Resolution 4/20/2007***

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

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**Service Complaints--CA Did not  
Keep User Informed**

Customer stated that the CA did not respond.

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

*Inquire Date 5/10/2007*  
*Record ID 13848*  
*Call Taken By Customer Service*  
*CA Number 6212*  
*Responded By Tina*  
*Response Date 5/10/2007*  
*Resolution 5/10/2007*

---

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

Customer stated that the CA hung up on her.

Customer Service apologized and forwarded the call information to the technical department. The technical department discovered that the customer's telephone line disconnected from the relay. Customer was notified and customer understood.

*Inquire Date 6/1/2006*  
*Record ID 11776*  
*Call Taken By Customer Service*  
*CA Number 3097*  
*Responded By Tina/Barb*  
*Response Date 6/6/2006*  
*Resolution 6/7/2006*

---

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

Customer stated that CA hung up on her.

Customer Service apologized and forwarded the call information to the technical department. The technical department discovered that there were no calls placed through the relay during the times stated by the customer. Customer was notified and understood.

*Inquire Date 6/16/2006*  
*Record ID 11824*  
*Call Taken By Customer Service*  
*CA Number 6232*  
*Responded By Tina*  
*Response Date 6/16/2006*  
*Resolution 6/20/2006*

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

Customer stated that after sending their greeting the CA hung up on her.

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the customer's phone line disconnected from the relay. Customer Service informed the customer of the findings. Customer understood.

*Inquire Date 8/4/2006*  
*Record ID 12124*  
*Call Taken By Customer Service*  
*CA Number 6272*  
*Responded By Tina*  
*Response Date 8/8/2006*  
*Resolution 8/8/2006*

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

**Inquire Date** 8/7/2006  
**Record ID** 12163  
**Call Taken By** Operations Mgr  
**CA Number** 6891  
**Responded By** Barb/Tina  
**Response Date** 8/10/2006  
**Resolution** 8/10/2006

Customer stated that the CA hung up on her.

Relay Manager apologized and forwarded the information to the technical department. The technical department discovered that the customer's phone line disconnected from the relay. Customer Service informed the customer of the findings. Customer understood.

---

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

**Inquire Date** 8/8/2006  
**Record ID** 12164  
**Call Taken By** Lead CA  
**CA Number** 6664  
**Responded By** Tina  
**Response Date** 8/10/2006  
**Resolution** 8/10/2006

Customer stated that the CA hung up after sending her CA number.

Lead CA apologized and forwarded the information to the technical department. The technical department discovered that the customer's phone line disconnected from the relay. Customer Service informed the customer of the findings. Customer understood.

---

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

**Inquire Date** 10/11/2006  
**Record ID** 12595  
**Call Taken By** Customer Service  
**CA Number** 6355  
**Responded By** Chris/Diane/Barb  
**Response Date** 10/12/2006  
**Resolution** 10/12/2006

Customer stated the CA and Supervisor cut off her typing and then disconnected her call.

Relay Manager apologized and the call information was forwarded to the technical department. The technical department discovered that the customer disconnected. Customer was notified.

---

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

**Inquire Date** 11/1/2006  
**Record ID** 12753  
**Call Taken By** Lead CA  
**CA Number** 6664  
**Responded By** Elizabeth/Diane  
**Response Date** 11/6/2006  
**Resolution** 11/6/2006

Customer stated that the CA would not respond to her after she had typed Hello, Hello, Hello.

Assistant Operations Manager apologized and stated that the CA would be counseled. The technical department discovered that the CA was still on the line, but did not respond. The Lead CA processed the call. CA was counseled and is currently being monitored frequently. Customer was satisfied.

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

**Inquire Date** 1/31/2007  
**Record ID** 13244  
**Call Taken By** At the Workstation  
**CA Number** 6181  
**Responded By** Steve  
**Response Date** 1/31/2007  
**Resolution** 2/9/2007

Customer stated that the CA hung up on her during the call.

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

---

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

**Inquire Date** 2/6/2007  
**Record ID** 13322  
**Call Taken By** Operations Mgr  
**CA Number** 6181, 6299 & 6175  
**Responded By** Barb  
**Response Date** 2/6/2007  
**Resolution** 2/6/2007

Customer stated CAs hang up on her. Customer asked Relay Manager to contact her mother and give her Rhode Island Relay's voice line number.

Relay Manager stated the CAs would be counseled. Relay Manager called customer's mother and informed her of Relay number. CAs were counseled and customer was satisfied.

---

**Service Complaints—CA Hung  
Up**

**Inquire Date** 3/11/2007  
**Record ID** 13498  
**Call Taken By** Lead CA  
**CA Number** 6340  
**Responded By** Kathryn  
**Response Date** 3/11/2007  
**Resolution** 3/11/2007

Customer stated that the CA disconnected her call.

Lead CA apologized and forwarded the information to the technical department. The technical department discovered that there were workstations problems. Customer was notified and satisfied.

---

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

**Inquire Date** 4/25/2007  
**Record ID** 13733  
**Call Taken By** Lead CA  
**CA Number** 6400  
**Responded By** Brenda  
**Response Date** 4/25/2007  
**Resolution** 4/25/2007

Customer stated that the CA hung up on her.

Lead CA apologized and stated that this information would be forwarded to the Relay Managers. Customer was satisfied. Lead CA was at the workstation while the call was processed and observed that CA did not hang up on the caller. There has been no return call in regards to this issue, but CA was counseled.

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

***Inquire Date 4/29/2007  
Record ID 13762  
Call Taken By Supervisor  
CA Number 6436  
Responded By Jody/Tina  
Response Date 4/30/2007  
Resolution 4/30/2007***

Customer stated that the CA did not follow her instructions to retype the answering machine message before leaving the message and then the CA hung up.

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

---

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

***Inquire Date 5/24/2007  
Record ID 13927  
Call Taken By Customer Service  
CA Number 6459  
Responded By Tina  
Response Date 5/24/2007  
Resolution 5/25/2007***

Customer stated that the CA hung up.

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that there had been an issue with the workstation. Workstation issue has been resolved and customer notified. Customer understood.

---

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

***Inquire Date 8/17/2006  
Record ID 12167  
Call Taken By Lead CA  
CA Number 6336  
Responded By Kathryn/Barb  
Response Date 8/17/2006  
Resolution 8/17/2006***

Customer stated the CA entered the incorrect number to dial.

Lead CA 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 2/27/2007  
Record ID 13421  
Call Taken By Operations Mgr  
CA Number 6154  
Responded By Barb  
Response Date 2/27/2007  
Resolution 2/27/2007***

Customer stated that CA did not type the answering machine message from her recording correctly and deleted the message.

Relay Manager spoke to Supervisor and discovered that the person leaving the answering machine message changed the date in the message, not the CA. Relay Manager explained to customer. Customer hung up.

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

***Inquire Date 7/22/2006  
Record ID 12034  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 7/22/2006  
Resolution 7/22/2006***

Customer's daughter 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 7/22/2006  
Record ID 12033  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 7/22/2006  
Resolution 7/22/2006***

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

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

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

***Inquire Date 9/23/2006  
Record ID 12380  
Call Taken By Lead CA  
CA Number  
Responded By Michelle  
Response Date 9/23/2006  
Resolution 9/23/2006***

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

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

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

***Inquire Date 10/27/2006  
Record ID 12606  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/27/2006  
Resolution 10/27/2006***

Customer had received a scam call and wondered what to do.

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

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

Customer stated that she was upset because the CA did not type the identity of the person that answered the phone.

***Inquire Date 7/29/2006  
Record ID 12080  
Call Taken By Lead CA  
CA Number 6291  
Responded By Chris/Barb  
Response Date 7/31/2006  
Resolution 7/31/2006***

Relay Manager apologized and stated that the CA had been counseled. CA was counseled and customer was satisfied.

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

Customer stated that CA did not follow instructions when retrieving her voice mail.

***Inquire Date 9/22/2006  
Record ID 12419  
Call Taken By Operations Mgr  
CA Number 6378  
Responded By Diane  
Response Date 9/22/2006  
Resolution 9/22/2006***

Assistant Operation Manager apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

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

Customer stated that neither CA processed her call correctly when using the calling card.

***Inquire Date 12/28/2006  
Record ID 13029  
Call Taken By Customer Service  
CA Number 6380 & 6336  
Responded By Diane  
Response Date 12/28/2006  
Resolution 12/28/2006***

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

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

Customer stated CA did not follow proper procedure when retrieving her voice mail.

***Inquire Date 1/10/2007  
Record ID 13121  
Call Taken By Operations Mgr  
CA Number 6368  
Responded By Barb  
Response Date 1/10/2007  
Resolution 1/10/2007***

Relay Manager apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

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

***Inquire Date 1/20/2007  
Record ID 13197  
Call Taken By Supervisor  
CA Number 6392 & 6179  
Responded By Barb/Tina  
Response Date 1/29/2007  
Resolution 1/29/2007***

Customer stated that CA did not follow proper procedure when retrieving voice mail and the other CA that took over the call did the same thing, but customer did not have CA numbers.

Relay Manager apologized and stated that the CAs involved would be counseled. Relay Manager forwarded the information to the technical department to locate the CA numbers. CAs were counseled. Customer was notified and satisfied.

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

***Inquire Date 2/25/2007  
Record ID 13422  
Call Taken By Operations Mgr  
CA Number 6449  
Responded By Barb  
Response Date 2/27/2007  
Resolution 2/27/2007***

Customer stated that CA did not retrieve the number of minutes left on her pre-paid calling card.

Relay Manager apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

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

***Inquire Date 2/25/2007  
Record ID 13415  
Call Taken By At the Workstation  
CA Number 6592  
Responded By Kelly  
Response Date 2/25/2007  
Resolution 2/25/2007***

Customer stated that the CA did not type (One Moment Please) when requesting the Supervisor.

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

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

***Inquire Date 4/24/2007  
Record ID 13747  
Call Taken By Operations Mgr  
CA Number 6199  
Responded By Diane  
Response Date 4/24/2007  
Resolution 4/24/2007***

Customer stated CA did not follow procedure when retrieving her voice mail.

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

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**Service Complaints--  
Miscellaneous**

Customer stated that she had difficulties reaching the relay. Customer also stated that the CA did not follow her instructions on the call.

**Inquire Date 6/1/2006  
Record ID 11777  
Call Taken By Operations Mgr  
CA Number 6536  
Responded By Barb  
Response Date 6/1/2006  
Resolution 6/1/2006**

Relay Manager apologized for the wait time and stated that the relay had been busy. Relay Manager stated that the CA would be counseled and customer was satisfied. Hamilton answered at 89% of all calls in 10 seconds on that day.

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**Service Complaints--  
Miscellaneous**

Customer stated that their profile was not in the relay system. Customer stated that she updated the profile several years ago.

**Inquire Date 6/7/2006  
Record ID 11799  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 6/9/2006  
Resolution 6/9/2006**

Customer Service apologized as this information was not received from the previous relay provider. Customer Service acquired the necessary information to set up a profile. Profile was implemented. Customer was notified and satisfied.

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**Service Complaints--  
Miscellaneous**

911 Officer stated that during a 911 call, the call was transferred to another department, in which the caller ID information was lost in the transfer from one emergency department to another. When this information was requested of the CA, the CA did not release this information.

**Inquire Date 7/19/2006  
Record ID 12082  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane/Tina  
Response Date 7/19/2006  
Resolution 7/20/2006**

Assistant Operations Manager e-mailed 911 Officer to acquire the correct number to direct emergency calls to and explained why the customer's number did not transfer to the end department. CA was counseled that this information must be shared during an emergency. 911 Officer provided the requested information.

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**Service Complaints--  
Miscellaneous**

Customer stated she does not like having a CA that is a trainee and that the CA dialed the number to call twice as the dialing message appeared twice on her screen.

**Inquire Date 7/20/2006  
Record ID 12031  
Call Taken By Supervisor  
CA Number 3042  
Responded By Jody  
Response Date 7/20/2006  
Resolution 7/20/2006**

Supervisor apologized and stated that CA would be counseled. Supervisor explained that if there was not a 'T' behind the CA number, then the CA was not a trainee. CA was counseled and customer was satisfied.

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**Service Complaints--  
Miscellaneous**

Customer stated that the CA said the other party had hung up, but the other party had not hung up. Customer requested a Supervisor, who then handled the call.

**Inquire Date 7/27/2006  
Record ID 12079  
Call Taken By Operations Mgr  
CA Number 6360  
Responded By Barb/Tina  
Response Date 7/27/2006  
Resolution 7/27/2006**

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

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**Service Complaints--  
Miscellaneous**

Customer asked if her number displays when she calls through the relay as she has Caller ID block.

**Inquire Date 8/31/2006  
Record ID 12277  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb  
Response Date 8/31/2006  
Resolution 8/31/1960**

Relay Manager explained that the customer's number did show when she called through the relay and suggested that she contact her provider, as the blocking feature was not working correctly. Relay Manager attempted to explain how Caller ID block works through the relay, but the customer became frustrated and hung up.

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**Service Complaints--  
Miscellaneous**

Customer has caller ID block and it is working correctly when calling through the relay, but the customer feels the relay is violating her privacy as the CAs are still able to see her number.

**Inquire Date 9/22/2006  
Record ID 12418  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 9/22/2006  
Resolution 9/22/2006**

Customer Service explained that in order for the CAs to see her profile information and properly process her call they must see this information. Customer understood.

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**Service Complaints--  
Miscellaneous**

Customer requested that a note be added to her profile that stated no male CAs were to process her calls.

**Inquire Date 9/27/2006  
Record ID 12468  
Call Taken By Operations Mgr  
CA Number  
Responded By Tina/Diane  
Response Date 9/27/2006  
Resolution 9/29/2006**

Customer Service explained to the customer that the notes box in her profile was full at this time. Customer Service explained that the customer needs to request a female CA at the beginning of her call. Customer Service explained that if there is a female CA available, they will be able to handle her call. Customer understood.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 10/9/2006  
Record ID 12594  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb  
Response Date 10/9/2006  
Resolution 10/9/2006**

Customer stated that she no longer wanted any male CAs to handle her calls.  
Relay Manager stated that this information would be forwarded to the staff, but that the customer would need to request this each time they reach a male CA. Customer was satisfied.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 12/8/2006  
Record ID 12897  
Call Taken By Operations Mgr  
CA Number 6888 & 6232  
Responded By Diane  
Response Date 12/8/2006  
Resolution 12/8/2006**

Customer stated that the first CA did not follow her instructions on a call when asking for someone and the second CA did not pay attention during her call and missed part of the conversation.  
Assistant Operations Manager apologized and stated that the CAs would be counseled. CAs were counseled and customer was satisfied.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 12/13/2006  
Record ID 12965  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 12/14/2006  
Resolution 12/14/2006**

Customer stated that the Supervisor was not helpful and would not tell the customer how many minutes were left on her calling card. Customer also inquired the number of Supervisors on each shift.  
Assistant Operations Manager explained that the Supervisor is unable to take information from the screen or scroll back through the conversation. To acquire available minutes, an additional phone call is required. Assistant Operations Manager explained that it is against company policy to verify the number of employees on a shift. Customer hung up.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 2/6/2007  
Record ID 13323  
Call Taken By Operations Mgr  
CA Number 6192  
Responded By Diane  
Response Date 2/6/2007  
Resolution 2/6/2007**

Customer stated that CA repeatedly typed "CA here are you there?" while she attempted to look up a number.  
Assistant Operation Manager apologized and explained the procedure the CA must follow. Customer understood.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated that she was unable to reach the relay. Customer would like to speak to the Rhode Island Relay Outreach Coordinator.

**Inquire Date** 8/9/2006  
**Record ID** 12262  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Barb/Mitchell  
**Response Date** 8/4/2006  
**Resolution** 8/4/2006

Relay Manager apologized and stated that the relay had been busy during the time she was attempting to place her call. Relay Manager stated she would contact the Rhode Island Outreach Coordinator and have him contact her. Customer understood. Hamilton answered 90 % of all calls within 10 seconds that day.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer stated that they had dialed 7-1-1 repeatedly and did not get a connection.

**Inquire Date** 2/4/2007  
**Record ID** 13398  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Steph  
**Response Date** 2/4/2007  
**Resolution** 2/4/2007

Lead CA apologized and stated that the relay had been extremely busy and to please try the call again. Customer understood. Calls were answered at 96% within 10 seconds for this day.

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**Technical Complaints--Connect Time (TTY/Voice)** Customer was unable to connect to the relay when dialing 7-1-1.

**Inquire Date** 4/9/2007  
**Record ID** 13653  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/9/2007  
**Resolution** 4/9/2007

Customer Service apologized and stated the relay has been busy and suggested the customer try the call again. Customer was satisfied. Hamilton answered 96% of all calls within 10 seconds.

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**Technical Complaints--Busy Signal/Blockage** Customer stated she has tried to call into the relay three times and there was no answer. Customer wanted to know why the relay was not answering her calls.

**Inquire Date** 10/22/2006  
**Record ID** 12605  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Brenda  
**Response Date** 10/22/2006  
**Resolution** 10/22/2006

Supervisor apologized and stated the relay had been busy today and that was the reason for the delay. Supervisor asked the customer to try to place her call again. Customer understood. The relay answered 89% of all calls in 10 seconds on that day.

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**Technical Complaints--711 Problems**

Customer was having difficulties reaching her mother through relay when dialing 7-1-1 on the cell phone.

**Inquire Date 3/1/2007**  
**Record ID 13496**  
**Call Taken By Customer Service**  
**CA Number**  
**Responded By Tina**  
**Response Date 3/1/2007**  
**Resolution 3/1/2007**

Customer Service explained how 7-1-1 works when using their cell phone. Customer Service suggested using the toll free number for relay and to set up a profile for her mother's number to auto connect. Customer was satisfied.

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**Technical Complaints--711 Problems**

Customer stated that 711 does not appear to work every time they try to place a call. Customer will take their equipment to the Adaptive Telephone Equipment Program to be checked.

**Inquire Date 5/15/2007**  
**Record ID 13850**  
**Call Taken By Customer Service**  
**CA Number**  
**Responded By Tina**  
**Response Date 5/15/2007**  
**Resolution**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer's calls were connecting to the relay. Customer Service has been attempting to contact the customer to place test calls and inquire about their equipment check. Customer Service has been unable to reach the customer.

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**Technical Complaints-- Miscellaneous**

Customer stated that the CA hung up on her.

**Inquire Date 6/14/2006**  
**Record ID 11823**  
**Call Taken By Customer Service**  
**CA Number 6318**  
**Responded By Tina**  
**Response Date 6/16/2006**  
**Resolution 6/16/2006**

Customer Service apologized and forwarded the information to the technical department. The technical department investigated and discovered that there had been a problem with the workstation. The relay system disconnected the call, not the CA. Workstation was repaired, customer was notified and satisfied.

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**Technical Complaints-- Miscellaneous**

Customer stated that CA hung up on her.

**Inquire Date 6/20/2006**  
**Record ID 11826**  
**Call Taken By Lead CA**  
**CA Number 3016**  
**Responded By Barb**  
**Response Date 6/21/2006**  
**Resolution 6/21/2006**

Lead CA apologized and forwarded the information to the technical department. The technical department investigated and discovered that there had been a problem with the workstation. The relay system disconnected the call, not the CA. Workstation was repaired, customer was notified and satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 7/12/2006  
**Record ID** 12026  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Barb/Tina  
**Response Date** 7/17/2006  
**Resolution** 7/19/2006

Customer stated that she has Caller ID block set up with her provider but it is not working when she places calls through relay. Customer was extremely upset as provider stated that in order for the feature to work, the customer needs to dial \*67. Customer stated that the CAs will refuse to dial \*67.

Relay Manager explained how caller ID works through relay and stated if the customer had questions about this service they would have to contact their provider. The technical department contacted Verizon, and discovered that Verizon's caller ID block does not work when calling toll free numbers. Relay Manager explained to customer what type of caller ID block Verizon has. Customer was still upset and hung up.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 1/18/2007  
**Record ID** 13123  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/19/2007  
**Resolution** 1/19/2007

Customer requested an update to her speed dial list. Customer requested speed dial number 7 to read "female CA's only". Customer Service explained that this would not automatically connect her to a female CA. Customer called later and stated that the system did not automatically transfer her to a female CA after Customer Service changed the profile. Customer requested speed dial number 7 to be changed back to its original number

Customer Service made both requests to the profile and explained how to request a female CA at the beginning of a call. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 1/29/2007  
**Record ID** 13224  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/30/2007  
**Resolution** 1/30/2007

Customer has been unable to receive a call from her son as each time the CA requests more than once for her to identify and request VCO.

Lead CA stated that she did not receive the customer's request for VCO, so was unaware that VCO was needed. Lead CA forwarded the information to Customer Service. Customer Service contacted the customer and was able to place test calls with the customer. Customer Service suggested trying to answer calls through the relay by voice instead of pressing the relay button, to aid the connection to her call. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 3/25/2007  
**Record ID** 13544  
**Call Taken By** At the Workstation  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/26/2007  
**Resolution** 3/26/2007

Customer stated that she submitted a profile online several months ago and it is still not in the relay system.

Lead CA forwarded the information to the technical department. The technical department discovered that the profile had been in the system since 12/5/06, but the customer was using the relay voice number to access the relay instead of 7-1-1 or the toll free TTY/TDD number. Customer Service reset the profile for all relay numbers. Customer was notified and satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated that CA and Supervisor said there was a problem with the workstation when retrieving voice mail. Customer was upset when asked to dial back to the relay.

**Inquire Date 4/22/2007  
Record ID 13741  
Call Taken By Lead CA  
CA Number  
Responded By Chris  
Response Date 4/22/2007  
Resolution 4/25/2007**

Lead CA explained there had been an issue with the workstation and that her voice mail could not be retrieved from that workstation. Customer was able to call and retrieve voice mail. The technical department has repaired the workstation. Customer was satisfied.

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

Customer stated that Global Crossing was no longer allowing her calls to go through and that she had changed her long distance carrier to IDT.

**Inquire Date 7/20/2006  
Record ID 12081  
Call Taken By Customer Service  
CA Number  
Responded By Tina/Joanne  
Response Date 7/20/2006  
Resolution**

Customer Service explained that the profile was set up for Global Crossing according to the information from the carrier. Customer Service spoke to IDT and discovered that they had a new CIC code. Customer was satisfied. Customer Service is waiting on a new LOA from IDT. Customer has not changed their profile at this time.

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