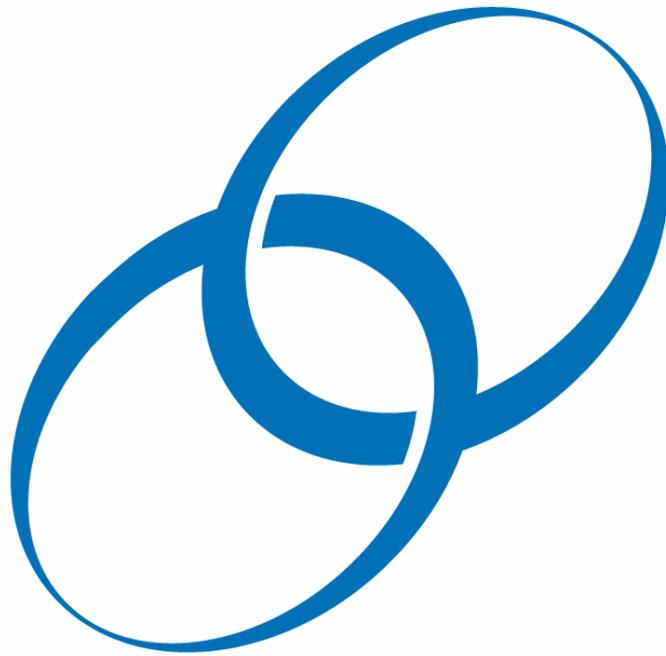


**Appendix F  
Consumer Complaint Logs,  
2006-2007**



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 Montana Telecommunications Access Program (MTAP) 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 (MTAP) to provide Telecommunications Relay Service. Hamilton began providing TRS to the State of Montana on February 28, 2006. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the Montana Relay Service. The Montana Relay'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
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- 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
- *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 those equal access complaints in which the carrier involved is still working to become a carrier through relay and a visually impaired customer who is upset that the typing is hard to follow. The customer has a profile set for slow typing, but is still displeased.

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

# Montana Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

---

## **External Complaints—Miscellaneous**

**Inquire Date 05/29/2006**  
**Record ID 11699**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Danielle Phillips**  
**Response Date 05/30/2006**  
**Resolution Date 05/30/2006**

Customer stated that they are unable to place a call through the relay using their cell phone. Customer stated that CA continues to request long distance carrier information. Customer stated that they would use the National Sprint Relay number and refused to give contact information.

Lead CA explained that CA is receiving call information as a normal number and not as a cell phone number. This is why the CA requested a long distance provider. Lead CA suggested that the customer contact their cell phone provider. Customer hung up before giving call information and cell phone provider information. There has been no further contact from the customer.

---

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

**Inquire Date 03/27/2006**  
**Record ID 11255**  
**Call Taken By Customer Service Rep**  
**CA Number 3051F**  
**Responded By Tina Collingham**  
**Response Date 03/29/2006**  
**Resolution Date 03/29/2006**

Customer stated that CA did not type verbatim on the call and CA did not identify their number at the end of the call. Customer inquired about ring devices for each of his telephones. Customer requested information about the center.

Customer Service apologized and stated that the CA would be counseled. Customer Service mailed information to the customer about the center. Customer Service contacted the Montana Telecommunications Access Program for more information about ring devices. CA was counseled and monitored frequently. Customer was satisfied.

---

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

**Inquire Date 05/15/2006**  
**Record ID 11634**  
**Call Taken By**  
**CA Number**  
**Responded By Diane Taylor**  
**Response Date 05/15/2006**  
**Resolution Date 05/15/2006**

Customer received a fraudulent call through the relay.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager 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--Didn't Follow Policy/Procedure**

**Inquire Date 04/11/2006**  
**Record ID 11401**  
**Call Taken By Customer Service Rep**  
**CA Number 3091,3066,6471,6338**  
**Responded By Tina Collingham**  
**Response Date 04/11/2006**  
**Resolution Date 04/12/2006**

Montana Relay Executive Director contacted Customer Service to implement a profile for a HCO user. Executive Director stated that during a home visit, several test calls were placed. CAs handled the calls well, except for one CA.

Customer Service acquired the necessary information to implement the profile and stated the CA would be counseled. CA was counseled. Customer was satisfied and profile was implemented.

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**Service Complaints—Miscellaneous**

**Inquire Date 04/08/2006**

**Record ID 11402**

**Call Taken By Lead CA**

**CA Number**

**Responded By Chris Doyle/Barb Handrup**

**Response Date 04/08/2006**

**Resolution Date 04/12/2006**

Customer stated that the TTY equipment they have been using is very old and will repeat numbers or letters. Customer is frustrated that the CAs read the repeated numbers or letters to the voice party. Customer does not want this to happen.

Lead CA apologized and stated that the information would be forwarded to the Relay Managers. Customer declined to give contact information and hung up. CAs were counseled and retrained in regards to this issue.

---

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

**Inquire Date 03/08/2006**

**Record ID 11147**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 03/08/2006**

**Resolution Date**

Customer requested Century Tel as their long distance carrier. Century Tel is not a participating carrier through the relay.

Customer Service has attempted to contact the customer to explain that Century Tel is not a participating carrier through the relay. Customer Service has been unable to reach the customer. The technical department has been in contact with Century Tel. At this time, Century Tel is not a participating carrier through the relay.

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

**Inquire Date 03/08/2006**

**Record ID 11148**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 03/08/2006**

**Resolution Date**

Customer requested Excel as their long distance carrier. Excel is not a participating carrier through the relay.

Customer Service has attempted to contact the customer to explain that Excel is not a participating carrier through the relay. Customer Service has been unable to contact the customer. The technical department has been in contact with Excel. At this time, Excel is not a participating carrier through the relay.

---

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

**Inquire Date 03/08/2006**

**Record ID 11149**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 03/08/2006**

**Resolution Date**

Customer requested Lifeline as their long distance carrier. Lifeline is not a participating carrier through the relay.

Customer Service has attempted to contact the customer to explain that Lifeline is not a participating carrier through the relay. Customer Service has been unable to contact the customer. The technical department has been in contact with Lifeline. At this time, Lifeline is not a participating carrier through the relay.

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

**Inquire Date 03/08/2006**

**Record ID 11150**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 03/08/2006**

**Resolution Date**

Customer requested Century Tel as their long distance provider. Century Tel is not a participating carrier through the relay.

Customer Service left a message for the customer explaining that Century Tel is not a participating carrier through the relay. Customer Service has not received a return call from the customer. The technical department has been in contact with Century Tel. At this time Century Tel is not a participating carrier through the relay.

---

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

Customer requested Blackfoot as their long distance carrier. Blackfoot is not a participating carrier through the relay.

**Inquire Date 03/08/2006**  
**Record ID 11151**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/08/2006**  
**Resolution Date**

Customer Service left a message for the customer explaining that Blackfoot is not a participating carrier through the relay. Customer Service has not received a return call from the customer. The technical department has been in contact with the carrier. At this time, Blackfoot is not a participating carrier through the relay.

---

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

Customer requested Med River as their long distance carrier. Med River is not a participating carrier through the relay.

**Inquire Date 03/08/2006**  
**Record ID 11154**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/09/2006**  
**Resolution Date**

Customer Service faxed information to the customer explaining that Med River is not a participating carrier through the relay. The technical department has been in contact with the carrier. At this time, Med River is not a participating carrier through the relay.

---

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

Customer requested Century Tel as their long distance carrier. Century Tel is not a participating carrier through the relay.

**Inquire Date 03/08/2006**  
**Record ID 11155**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/08/2006**  
**Resolution Date**

Customer Service has been unable to contact the VCO user, as the customer was not receiving the typing correctly. Customer Service has attempted to contact the customer using CapTel but the line was busy. Customer Service has continued to try and contact the customer. The technical department has been in contact with Century Tel. At this time, Century Tel is not a participating carrier through the relay.

---

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

Customer requested Emergent as their long distance carrier. Emergent is not a participating carrier through the relay.

**Inquire Date 03/08/2006**  
**Record ID 11156**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/08/2006**  
**Resolution Date 03/10/2006**

Customer Service left a message for the customer explaining that Emergent was not a participating carrier through the relay. Customer returned a call to the relay stating that their long distance carrier had changed to Qwest. Customer Service thanked customer for information and updated their profile with the correct carrier information. Customer was satisfied. The technical department has contacted Emergent. At this time, Emergent is not a participating carrier through the relay.

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

**Inquire Date 03/08/2006**  
**Record ID 11157**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/08/2006**  
**Resolution Date 03/10/2006**

Customer requested United Carriers Network as their long distance carrier. United Carriers Network is not a participating carrier through the relay.

Customer Service left a message for the customer explaining that United Carriers Network was not a participating carrier through the relay and that the technical department had been in contact with the carrier. Customer returned a call to the relay and stated that they do not use the relay, as they do not like to talk through a third party. Customer stated that they understood about the carrier issue and would like their profile deleted from the system. Profile was deleted and customer was satisfied. At this time, United Carriers Network is not a participating carrier through the relay.

---

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

**Inquire Date 03/13/2006**  
**Record ID 11164**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Tina Collingham/Amanda Trapp**  
**Response Date 03/14/2006**  
**Resolution Date**

Customer requested a profile to be set up with Tri West Communications as their long distance carrier.

Lead CA explained that Tri West Communications is not a participating carrier through the relay and suggested that the customer contact their carrier. Lead CA stated that this information would be forwarded to the technical department. The technical department contacted Tri West Communications who is now Triangle Long Distance. Triangle Long Distance is a participating carrier through the relay. Customer was notified of the carrier change but the relay has not received any further contact from the customer.

---

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

**Inquire Date 03/15/2006**  
**Record ID 11173**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/15/2006**  
**Resolution Date**

Customer requested Century Tel as their long distance carrier. Century Tel is not a participating carrier through the relay.

Customer Service left a message explaining that Century Tel was not a participating carrier through the relay. The technical department has been in contact with Century Tel. At this time, Century Tel is not a participating carrier through the relay.

---

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

**Inquire Date 05/12/2006**  
**Record ID 11635**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Steve Holznagel/Tina Collingham**  
**Response Date 05/16/2006**  
**Resolution Date**

Customer requested Bresnan Communications as their long distance provider. Bresnan Communications is not a participating carrier through the relay.

Lead CA apologized and explained that Bresnan Communications is not a participating carrier through the relay. The Technical department has been in contact with the carrier. At this time, Bresnan Communications is not a participating carrier through the relay.

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**Technical Complaints--Miscellaneous**

**Inquire Date 05/15/2006**

**Record ID 11633**

**Call Taken By Customer Service Rep  
CA Number**

**Responded By Tina Collingham/Connie Phelps  
Response Date 05/15/2006**

**Resolution Date**

Customer stated that she needs slow typing because she is also visually impaired. Customer was upset that the typing appeared to be very "jerky" and hard to follow.

Customer Service explained that her profile was set for slow typing. Customer Service offered to collect information to be forwarded to the technical department. Customer refused. Customer was still upset.

---

**CapTel—Complaints**

**Inquire Date 03/02/2006**

**Record ID 11145**

**Call Taken By Customer Service Rep  
CA Number**

**Responded By Tina Collingham  
Response Date 03/02/2006**

**Resolution Date 03/02/2006**

Customer has had difficulties with a delay between what she is hearing from her callers and what the display screen is printing. The screen appears to be about a full sentence behind what the caller is speaking. Customer becomes confused during the conversation.

Customer Service explained how the typing is sent across the CapTel display and directed the customer to CapTel Customer Service for more information in regards to this issue. Customer understood.

---

**CapTel—Complaints**

**Inquire Date 04/11/2006**

**Record ID 11399**

**Call Taken By Customer Service Rep  
CA Number**

**Responded By Bowen Greenwood/Tina  
Collingham**

**Response Date 04/11/2006  
Resolution Date 04/11/2006**

Montana Telecommunications Access Program received a complaint from a CapTel user. Customer stated that a call was placed using the CapTel service. No captions appeared on the phone, even though the call went through. Customer stated this has happened only once. Customer did not want follow up on this issue.

Customer Service reported the issue to CapTel. CapTel representative stated that this can occur if the customer's telephone line has a weak link in its data transfer capability. The CapTel phone will automatically try to reconnect to the CapTel center, but on some occasions reconnection does not happen and captions will not appear on that call. Customer Service thanked CapTel for this information.

---

**CapTel--Complaints**

**Inquire Date 04/11/2006**

**Record ID 11400**

**Call Taken By Customer Service Rep  
CA Number 3121**

**Responded By Dixie Ziegler/Tina Collingham  
Response Date 04/11/2006**

**Resolution Date 04/11/2006**

Customer was upset because the CapTel CA re-voiced the conversation late and quit re-voicing the conversation altogether. Customer felt CA did not understand which person was to be re-voiced. Customer disconnected the call and redialed to CapTel for new CA. Call was processed correctly.

Relay Vice President stated that the issue would be reported to CapTel on behalf of customer. Customer was satisfied and issue was reported to CapTel.

---

**CapTel--Complaints**

**Inquire Date 04/20/2006**

**Record ID 11463**

**Call Taken By Customer Service Rep  
CA Number**

**Responded By Barb Handrup  
Response Date 04/20/2006**

**Resolution Date 04/20/2006**

Customer was upset because he was unable to receive captioning on a call placed through CapTel.

Montana Telecommunications Access Outreach Coordinator forwarded this complaint to Montana Relay. Relay Manager explained that she had received notification from CapTel regarding technical difficulties. The inbound call to the CapTel center was being answered, but the network would not allow calls to be sent from the center. This problem lasted 60 to 90 minutes. After investigation a problem was found in the SS7 network and was fixed by the carrier.

---

**CapTel--Complaints**

Customer was upset because he was unable to receive captioning on a call placed through CapTel.

*Inquire Date 04/20/2006*

*Record ID 11464*

*Call Taken By Customer Service Rep*

*CA Number*

*Responded By Barb Handrup*

*Response Date 04/20/2006*

*Resolution Date 04/20/2006*

Montana Telecommunications Access Outreach Coordinator forwarded this complaint to Montana Relay. Relay Manager explained that she had received notification from CapTel regarding technical difficulties. The inbound call to the CapTel center was being answered, but the network would not allow calls to be sent from the center. This problem lasted 60 to 90 minutes. After investigation a problem was found in the SS7 network and was fixed by the carrier.

---

**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 02/21/2006*

*Record ID CT 2909*

*Call Taken By Customer Service Rep KM*

*CA Number*

*Responded By KM*

*Response Date 02/21/2006*

*Resolution Date 02/21/2006*

Explained to customer cause of disconnect/reconnect. Enabled a prompt to give the customer visual indicator of what has transpired.

---

**CapTel--Complaints**

Captions – dropped characters/garbled text

*Inquire Date 03/02/2006*

*Record ID CT 2889*

*Call Taken By Customer Service Rep DF*

*CA Number*

*Responded By DF*

*Response Date 03/02/2006*

*Resolution Date 03/02/2006*

Sent email explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.

---

**CapTel--Complaints**

Billing – General

*Inquire Date 03/14/2006*

*Record ID CT 3318*

*Call Taken By Customer Service Rep KM*

*CA Number*

*Responded By KM*

*Response Date 03/14/2006*

*Resolution Date 03/14/2006*

Technical support providing short-term solution to allow hearing daughter to call through captioning service with cell phone. Customer urged to call cell phone company to resolve blockage of relay call.

---

**CapTel--Complaints**

Billing – General

*Inquire Date 03/15/2006*

*Record ID CT 3343*

*Call Taken By Customer Service Rep RW*

*CA Number*

*Responded By RW*

*Response Date 03/15/2006*

*Resolution Date 03/15/2006*

Advised customer or customer's representative to contact billing agency directly.

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**CapTel--Complaints**

Billing – General

**Inquire Date 03/23/2006**  
**Record ID CT 3751**  
**Call Taken By Customer Service Rep MMo**  
**CA Number**  
**Responded By MMo**  
**Response Date 03/25/2006**  
**Resolution Date 03/25/2006**

Collected billing information and took corrective action.

---

**CapTel--Complaints**

Captions lag too far behind voice

**Inquire Date 04/12/2006**  
**Record ID CT 5073**  
**Call Taken By Customer Service Rep JK**  
**CA Number**  
**Responded By JK**  
**Response Date 04/12/2006**  
**Resolution Date 04/12/2006**

Customer shared feedback regarding captioning speed and disconnection on the line. Customer Service Representative (CSR) investigated the case and learned that the Captionist reported via trouble ticket that the hearing party was difficult to hear therefore was unable to provide captions. Poor sound quality and disconnection is a result of poor connection on the line. Advised customer to continue to provide us feedback.

---

**CapTel--Complaints**

Service – General

**Inquire Date 04/20/2006**  
**Record ID CT 5558**  
**Call Taken By Customer Service Rep KM**  
**CA Number**  
**Responded By KM**  
**Response Date 04/20/2006**  
**Resolution Date 04/20/2006**

Inbound call technical problem reported at 11:32 AM on 4/30/2006. The problem was resolved at 1:52 PM by CapTel technical support.

---

**CapTel--Complaints**

Billing – General

**Inquire Date 04/28/2006**  
**Record ID CT 5779**  
**Call Taken By Customer Service Rep JS**  
**CA Number**  
**Responded By JS**  
**Response Date 04/28/2006**  
**Resolution Date 04/28/2006**

Confirmed CapTel user's preferred carrier of choice designation.

---

June 26, 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,

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- 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
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- STS Break-Down
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In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find one complaint 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,

# Montana Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

---

## **External Complaints-- Miscellaneous**

**Inquire Date** 10/23/2006  
**Record ID** 12551  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 10/24/2006  
**Resolution** 10/24/2006

Customer has been unable to place a call through the relay from their office. Customer states that they reach the relay but when the CA dials, the number does not go through as a local call.

Customer Service suggested that the customer place a test call through the relay. After attempting different solutions at the workstation, the technical department investigated the call and everything was working properly. Customer Service offered to work with the office telephone administrator. Customer refused as this was a personal call and was able to place the call from her home through the relay. Customer was satisfied.

---

## **External Complaints-- Miscellaneous**

**Inquire Date** 12/13/2006  
**Record ID** 12921  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Tina  
**Response Date** 12/14/2006  
**Resolution** 12/28/2006

Customer has been unable to place a call through the relay using her T-Mobile cell phone. CA asks each time for the long distance carrier.

Lead CA explained that the cellular tower is identifying to the relay as a land line call, which is why the CA requests their long distance carrier. Customer Service contacted the customer and explained that T-Mobile would need permission from the customer in order for the relay to work with her account. Customer contacted T-Mobile. T-Mobile contacted the relay and spoke with the technical department. Customer contacted the relay and stated that the issue was resolved for three days but had re-occured. Customer Service explained that the customer would need to contact T-Mobile. Customer understood.

---

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

**Inquire Date** 4/25/2007  
**Record ID** 13729  
**Call Taken By** At the Workstation  
**CA Number** 3090  
**Responded By** Chris  
**Response Date** 4/25/2007  
**Resolution**

Customer stated that CA misdialed the number with an incorrect area code.

Supervisor apologized and requested a copy of the customer's bill when it was received. The relay will reimburse the customer after receiving the copy of the bill. Customer was satisfied.

---

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

**Inquire Date** 4/27/2007  
**Record ID** 13760  
**Call Taken By** Customer Service  
**CA Number** 3090  
**Responded By** Tina  
**Response Date** 4/27/2007  
**Resolution** 4/27/2007

Customer stated that the CA made several typing errors during their call.

Customer Service apologized and stated that the CA would be counseled and monitored frequently. Customer was satisfied. CA's last typing score was 61 WPM with 96% accuracy.

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

***Inquire Date 8/1/2006  
Record ID 12107  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 8/1/2006  
Resolution 8/1/2006***

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

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

***Inquire Date 8/22/2006  
Record ID 12331  
Call Taken By Customer Service  
CA Number 3051  
Responded By Tina  
Response Date 8/22/2006  
Resolution 9/5/2006***

Customer works for the state and was attempting to demonstrate the Pocket VCO to a new customer, but the CA did not connect to VCO properly.

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

---

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

***Inquire Date 11/29/2006  
Record ID 12870  
Call Taken By Operations Mgr  
CA Number 3016  
Responded By Barb  
Response Date 11/29/2006  
Resolution 11/29/2006***

Customer stated that the CA did not follow proper procedure when handling their call.

Relay Manager apologized and stated that the CA would be counseled and monitored more frequently. CA was counseled and has been monitored frequently. Customer was satisfied.

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

***Inquire Date 11/8/2006  
Record ID 12844  
Call Taken By Lead CA  
CA Number  
Responded By Matt/Tina  
Response Date 11/9/2006  
Resolution***

Customer requested a profile with Three Rivers Communications as their long distance carrier. Customer was informed that Three Rivers Communications is not a participating carrier through the relay.

Lead CA forwarded the information to Customer Service. Customer Service has attempted to contact Three Rivers Communications technical department, but has been unable to reach a technician. There has been no return calls from Three Rivers Communications. Three Rivers Communications is still not a participating carrier as of 5/31/07.

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

**Inquire Date 12/15/2006  
Record ID 12944  
Call Taken By Lead CA  
CA Number  
Responded By Tina  
Response Date 12/19/2006  
Resolution**

Customer requested a profile to be set with Bresnan Communications as their long distance provider.

Lead CA explained that Bresnan Communications is not a participating carrier through the relay and offered to set up a profile with a different carrier. Customer refused. Bresnan Communications is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 2/1/2007  
Record ID 13253  
Call Taken By Lead CA  
CA Number  
Responded By Steph/Tina  
Response Date 2/2/2007  
Resolution**

Customer requested a profile to be set with Bresnan Communications as their long distance provider.

Lead CA forwarded the request to Customer Service. Customer Service contacted customer by e-mail and explained that Bresnan Communications is not a participating provider with the relay. Customer Service offered a profile with a different provider and explained that the relay has been in contact previously with the provider. There has been no response from the customer. Bresnan Communications is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 4/24/2007  
Record ID 13728  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/25/2007  
Resolution**

Customer would like to set up a profile with Three Rivers Communications as their provider.

Customer Service explained that the carrier was not a participating provider with the relay and directed customer to contact the carrier in regards to this issue. Customer Service stated that relay would contact the carrier as well and offered to set up a profile with an alternate long distance carrier. Customer declined the profile and was contacting the carrier. Customer Service has been in contact with Three Rivers Communications. Three Rivers Communications is still not a participating carrier as of 5/31/2007.

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

**Inquire Date 5/23/2007  
Record ID 13853  
Call Taken By At the Workstation  
CA Number  
Responded By Tina  
Response Date 5/25/2007  
Resolution**

Customer requested Bresnan as their long distance provider.

Supervisor acquired necessary information for Relay Customer Service to contact carrier and informed the customer that Bresnan was not a participating provider and directed customer to carrier for more information. Customer understood.

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**CapTel--Complaints**

Customer stated that their CapTel phone is not working properly. Customer stated that they only receive "waiting for captions" with no connection to the line and then a busy signal.

**Inquire Date** 6/17/2006

**Record ID** 11887

**Call Taken By** Lead CA

**CA Number**

**Responded By** Steph Auman

**Response Date** 6/17/2006

**Resolution** 6/17/2006

Lead CA instructed the customer to unplug the CapTel phone and plug it back in. This rebooted the CapTel phone. Lead CA also stated that she may want to contact Ultratec in regards to this issue, or contact CapTel Customer Service. Customer was satisfied.

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**CapTel--Complaints**

Customer stated that there is too long of a delay after the other party speaks for the words to appear on the CapTel screen. The delay is causing confusion and frustration.

**Inquire Date** 8/25/2006

**Record ID** 12328

**Call Taken By** Operations Mgr

**CA Number**

**Responded By** Barb

**Response Date** 8/25/2006

**Resolution** 8/25/2006

Relay Manager forwarded this information to CapTel Customer Service. Customer has had their phone replaced. The delay has continued but is not as significant as before. Relay Manager e-mailed the customer and stated that CapTel had been contacted.

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**CapTel--Complaints**

Billing - General

**Inquire Date** 6/5/2006

**Record ID** 9378

**Call Taken By** DF

**CA Number**

**Responded By** DF

**Response Date** 6/5/2006

**Resolution** 6/5/2006

Discussed billing and took appropriate action.

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**CapTel--Complaints**

Disconnect/Reconnect during calls

**Inquire Date** 8/24/2006

**Record ID** 14261

**Call Taken By** RNW

**CA Number**

**Responded By** RNW

**Response Date** 8/24/2006

**Resolution** 8/24/2006

Explained to customer why disconnection/reconnection might be occurring and shared tips to reduce their occurrence.

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**CapTel--Complaints**

Captions Lag too far behind voice

**Inquire Date** 8/31/2006

**Record ID** 14977

**Call Taken By** KM

**CA Number**

**Responded By** KM

**Response Date** 8/31/2006

**Resolution** 9/5/2006

Customer shared feedback regarding captioning speed. CS rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA# for future calls for further follow up.

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**CapTel--Complaints**

Captions Lag too far behind voice

**Inquire Date 9/12/2006****Record ID 16294****Call Taken By KM****CA Number****Responded By KM****Response Date 9/12/2006****Resolution 9/20/2006**

Customer shared feedback regarding captioning speed. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.

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**CapTel--Complaints**

Billing - General

**Inquire Date 10/6/2006****Record ID 17462****Call Taken By MMo****CA Number****Responded By MMo****Response Date 10/6/2006****Resolution 10/6/2006**

Assigned other party's preferred carrier of choice designation to allow other party to make long distance calls to CapTel user.

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**CapTel--Complaints**

Billing - General

**Inquire Date 11/6/2006****Record ID 19853****Call Taken By JS****CA Number****Responded By JS****Response Date 11/6/2006****Resolution 11/6/2006**

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

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**CapTel--Complaints**

Billing - General

**Inquire Date 12/11/2006****Record ID 22181****Call Taken By MMo****CA Number****Responded By MMo****Response Date 12/11/2006****Resolution 12/11/2006**

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

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