# *Hamilton Video Relay Services Complaint Report*
## *6/1/07 to 5/31/08*

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***External Complaints - Miscellaneous***

***Inquire Date 7/3/2007***
***Record ID 3214***
***Call Taken By***
***CA Number***
***Responded By Akin***
***Response Date 7/3/2007***
***Resolution 7/3/2007***

Customer stated that they were unable to contact Communication Services for the Deaf Video Relay Service.

Customer Service explained that they had reached Hamilton Video Relay Customer Service. Customer Service explained how to connect with Hamilton Video Relay. Customer was satisfied.

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***Service Complaints - Improperly Handled ASL or Related Culture Issue***

***Inquire Date 12/11/2007***
***Record ID 3440***
***Call Taken By***
***CA Number 4522***
***Responded By Akin***
***Response Date 12/11/2007***
***Resolution 12/12/2007***

Customer stated that the Video Interpreter did not handle their call well.

Customer Service apologized and stated that the Video Interpreter would be counsled. Video Interpreter was counseled and customer was satisfied.

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***Service Complaints - Interpreter Accuracy/Verbatim***

***Inquire Date 7/26/2007***
***Record ID 3232***
***Call Taken By***
***CA Number 8138***
***Responded By Gayle***
***Response Date 7/25/2007***
***Resolution 7/25/2007***

Customer stated that the Video Interpreter did not handle their call properly and accurately and did not like the way Video Interpreter handled their call.

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

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

***Inquire Date 3/11/2008***
***Record ID 3575***
***Call Taken By***
***CA Number***
***Responded By Akin***
***Response Date 3/11/2008***
***Resolution***

Customer stated that the Video Interpreter disconnected several times.

Customer Service apologized and forwarded the call information to the technical department to assist the customer with their videophone.

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| ***Service Complaints - Interpreter Rude***<br><br>***Inquire Date 8/17/2007***<br>***Record ID 3274***<br>***Call Taken By***<br>***CA Number 8013***<br>***Responded By Akin***<br>***Response Date 8/16/2007***<br>***Resolution 8/16/2007*** | Customer stated that the Video Interpreter's response was rude when the customer requested a different Video Interpreter.<br><br>Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer was satisfied. |
| ***Service Complaints - Miscellaneous***<br><br>***Inquire Date 6/27/2007***<br>***Record ID 3209***<br>***Call Taken By***<br>***CA Number***<br>***Responded By Cindy***<br>***Response Date 6/27/2007***<br>***Resolution 6/27/2007*** | Customer stated that the Video Interpreter refused to process his call, because he was from Canada.<br><br>Customer stated that the Video Interpreter refused to process his call, because he was from Canada. Supervisor explained that calls could be processed originating in Canada, but an international call could not be received. Customer understood. |
| ***Service Complaints - Miscellaneous***<br><br>***Inquire Date 8/10/2007***<br>***Record ID 3251***<br>***Call Taken By***<br>***CA Number 8690***<br>***Responded By Akin***<br>***Response Date 8/9/2007***<br>***Resolution 8/10/2007*** | Customer stated that the Video Interpreter did not stay centered in the screen, making for a difficult call.<br><br>Customer Service apologized and stated that the Video Interpreter would be counseled. Video Interpreter was counseled and customer was satisfied. |
| ***Service Complaints - Miscellaneous***<br><br>***Inquire Date 12/18/2007***<br>***Record ID 3477***<br>***Call Taken By***<br>***CA Number***<br>***Responded By Akin***<br>***Response Date 12/18/2007***<br>***Resolution 12/18/2007*** | Customer stated that the Video Interpreter is stalking her.<br><br>Customer Service explained to customer that the Video Interpreter is relaying the information that is provided by the other party. Customer understood. |

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| ***Service Complaints - Miscellaneous***<br><br>***Inquire Date 1/7/2008***<br>***Record ID 3474***<br>***Call Taken By Customer Service Rep***<br>***CA Number***<br>***Responded By Tara***<br>***Response Date 1/7/2008***<br>***Resolution 1/7/2008*** | Customer stated ther received a call through Sorenson that was fraudulent.<br><br>Customer Service directed the customer to Sorenson and gave the appropriate customer service number. Customer was satisifed. |
| ***Service Complaints - Ringing/No Answer***<br><br>***Inquire Date 7/7/2007***<br>***Record ID 3216***<br>***Call Taken By Supervisor***<br>***CA Number***<br>***Responded By Gayle***<br>***Response Date 7/7/2007***<br>***Resolution 7/27/2007*** | Customer stated that there was a long delay of five minutes when connecting with a Video Interpreter.<br><br>Supervisor apologized and forwarded the information to management. Customer was appreciative. Answer performance for the day was 98% and for the month was 97% within 120 seconds. |
| ***Technical Complaints - Line Disconnected***<br><br>***Inquire Date 10/22/2007***<br>***Record ID 3356***<br>***Call Taken By***<br>***CA Number***<br>***Responded By Akin***<br>***Response Date 10/19/2007***<br>***Resolution 10/19/2007*** | Customer stated that their videophone continues to disconnect when a Video Interpreter answers.<br><br>Customer Service forwarded the information to the technical department. The technical department was able to resolve the connection issue. Customer was satisfied. |