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# Georgia Public Service Commission

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July 25, 2008

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

Received & Inspected

AUG 06 2008

FCC Mail Room

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008  
CG DOCKET NO. 03-123  
DA NO. 07-2762

Dear Ms. Dortch,

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

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure

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#ECDE

- 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. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. Most of complaints enclosed are resolved with the exception of the following:

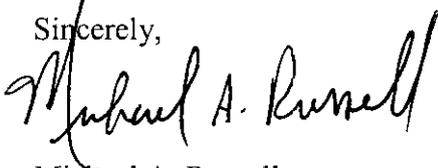
- several equal access complaints in which the carrier involved is still working to become a carrier through relay.
- One complaint involving a consumer who is unable to reach Relay when dialing 711 with Actel as the provider.
- One complaint involving a consumer whose calls are not processing correctly through Relay when using Charter.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay.

Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 404-656-0995 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script that reads "Michael A. Russell". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Michael A. Russell  
TRS Administrator  
Georgia Public Service Commission  
[mikeru@psc.state.ga.us](mailto:mikeru@psc.state.ga.us)

cc: Arlene Alexander (paper filing)

# Georgia Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

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**External Complaints--  
Miscellaneous**

Customer stated that they have been unable to place a long distance call through the relay. Customer states they receive a recording that states "access is not authorized". Customer has Media Com and not AT&T as their provider.

**Inquire Date** 8/15/2007  
**Record ID** 14356  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/15/2007  
**Resolution** 8/15/2007

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Customer Service explained why the customer was reaching AT&T and their recording. Customer Service explained that Media Com has become a VOIP provider and was not accessible through the relay. Customer Service directed customer to Media Com for possible access number such as a 10-10 number to bill long distance calls. Customer understood.

**External Complaints--  
Miscellaneous**

Customer stated that she has been unable to reach her son for over three hours.

**Inquire Date** 8/15/2007  
**Record ID** 14388  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/15/2007  
**Resolution** 1/10/2008

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Customer Service apologized and forwarded the information to the technical department. The technical department discovered that there was an issue with the data that the relay receives from the carrier. Customer Service has attempted to reach the customer in order to acquire name and contact information. There has been no response from the customer.

**External Complaints--  
Miscellaneous**

Customer stated that they are unable to reach 7-1-1 from their home. Customer can dial the toll free number but not 7-1-1.

**Inquire Date** 8/26/2007  
**Record ID** 14383  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Brenda/Tina  
**Response Date** 8/27/2007  
**Resolution** 1/10/2008

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Supervisor apologized and forwarded the call information to the technical department. The technical department has been working with Bell South to resolve the translation issue. Customer will be notified when resolved. Issue is resolved, but have been unable to contact customer.

**External Complaints--  
Miscellaneous**

Customer stated that she is unable to reach 7-1-1 from her home. She can dial the toll free number but not 7-1-1.

**Inquire Date** 8/28/2007  
**Record ID** 14384  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Diane  
**Response Date** 8/28/2007  
**Resolution** 1/10/2008

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Assistant Operations Manager apologized and forwarded the call information to the technical department. The technical department has been working with Bell South to resolve the translation issue. Customer will be notified when issue is resolved. Issue is resolved, but have been unable to contact customer.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 9/5/2007  
**Record ID** 14485  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Chris  
**Response Date** 9/5/2007  
**Resolution** 9/5/2007

Customer stated that her friend uses T-Mobile and cannot reach the relay by dialing 7-1-1, but when she dials through on her Cingular phone it works correctly.

Lead CA explained why this could happen and gave customer the toll free number to reach the relay. Lead CA directed customer to T-Mobile concerning the possible translation issue. Customer Service stated that the relay technical department could contact their provider also. Customer refused.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 9/27/2007  
**Record ID** 14564  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/27/2007  
**Resolution** 9/27/2007

Customer has been receiving TTY tones when dialing 7-1-1 and is receiving Georgia Relay instead of Florida Relay.

Customer Service gave the 800 number and set up a profile to connect voice with Georgia Relay. Customer Service directed customer to contact their provider concerning 7-1-1 translation issues. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 10/1/2007  
**Record ID** 14590  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 10/1/2007  
**Resolution** 10/1/2007

Customer stated difficulties placing a call using their pre-paid calling card.

Customer Service placed a call to the number and there was no connection indicating trouble on the line in that area or an incorrect number. This was explained to the customer and customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 10/3/2007  
**Record ID** 14597  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Jackie  
**Response Date** 10/3/2007  
**Resolution** 10/3/2007

Customer stated they are receiving a recording that states "Trouble on the line, call will not go through."

Lead CA explained the recording and suggested the customer try their call at a later time.

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**External Complaints--  
Miscellaneous**

Customer has had difficulties with the cable captioning service for their television.

Lead CA directed the customer to their cable provider. Customer understood.

*Inquire Date 10/7/2007  
Record ID 14603  
Call Taken By Lead CA  
CA Number  
Responded By Jackie  
Response Date 10/7/2007  
Resolution 10/7/2007*

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**External Complaints--  
Miscellaneous**

Customer was attempting test calls at a facility, as an inmate had reported that after giving the CA the number to dial the phone cuts off. Customer believes it is something in the facility phone system.

Lead CA offered to do test calls, but the line disconnected. Customer did not call back.

*Inquire Date 10/26/2007  
Record ID 14729  
Call Taken By Lead CA  
CA Number  
Responded By Sue  
Response Date 10/26/2007  
Resolution 10/26/2007*

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**External Complaints--  
Miscellaneous**

Customer stated they could not reach the CA by dialing 7-1-1 or the toll free number.

Customer Service tested both numbers and the calls were processed correctly. Customer Service suggested that the customer attempt their call again and if it did not process to contact relay. Customer did not call back.

*Inquire Date 10/31/2007  
Record ID 14753  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 10/31/2007  
Resolution 11/27/2007*

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**External Complaints--  
Miscellaneous**

Customer stated he reaches Georgia Relay when dialing 711 in Pennsylvania and the call is unable to be processed.

Lead CA directed customer to Pennsylvania Relay and their local provider to resolve 711 translation issue in their area. Customer understood.

*Inquire Date 11/22/2007  
Record ID 14864  
Call Taken By Lead CA  
CA Number  
Responded By Chris  
Response Date 11/22/2007  
Resolution 11/22/2007*

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**External Complaints--  
Miscellaneous**

Customer stated that they are unable to place a TTY long distance call correctly from the prison system.

*Inquire Date 11/25/2007  
Record ID 14866  
Call Taken By Supervisor  
CA Number  
Responded By Jody/Tina  
Response Date 11/26/2007  
Resolution 11/26/2007*

Supervisor apologized and stated that Customer Service would contact the telephone administrator. Customer Service contacted the telephone administrator, who stated that they were aware of the issue, as they have had difficulties with their long distance service.

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**External Complaints--  
Miscellaneous**

Customer stated he reaches Georgia Relay when dialing 711 in Pennsylvania from his cell phone.

*Inquire Date 11/27/2007  
Record ID 14881  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 11/27/2007  
Resolution 11/27/2007*

Customer Service explained why this could happen and directed customer to the cell phone provider. Customer understood.

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**External Complaints--  
Miscellaneous**

Customer stated he reaches Georgia Relay when dialing 711 in South Carolina and the call is unable to be processed.

*Inquire Date 11/28/2007  
Record ID 14882  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 11/28/2007  
Resolution 11/28/2007*

Customer Service directed customer to South Carolina Relay and their telephone provider to resolve the 711 translation issue in their area. Customer understood.

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**External Complaints--  
Miscellaneous**

Customer had received a bill from AT&T for calls placed through the relay. Customer stated they have unlimited long distance with AT&T.

*Inquire Date 1/23/2008  
Record ID 15717  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 1/24/2008  
Resolution 1/24/2008*

Customer Service forwarded the information to the technical department and discovered that the calls were identifying to AT&T. Customer Service worked with AT&T to identify that the issue was due to recent purchases of companies by AT&T. These newly acquired companies were not identifying correctly. AT&T supplied the relay with the correct codes and the customer was set for a profile to reflect these changes. Customer was directed to AT&T concerning the billing.

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**External Complaints--  
Miscellaneous**

Customer stated they are being billed incorrectly through the relay when they have a profile for Pineland long distance.

**Inquire Date 1/24/2008  
Record ID 15720  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 1/24/2008  
Resolution 1/24/2008**

Customer Service verified the profile and suggested customer contact their carrier. Pineland contacted relay and explained that the bill in question was before the customer had set their profile. The technical department investigated to ensure that there were no incorrectly billed calls after the profile had been set.

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**External Complaints--  
Miscellaneous**

Customer stated that when dialing 711 from their telephone number in Ohio, they reach Georgia Relay.

**Inquire Date 2/7/2008  
Record ID 15862  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 2/7/2008  
Resolution 2/7/2008**

Customer Service apologized and directed customer to their local provider to resolve the 711 translation issue. Customer Service offered to work with their provider. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated that they are being billed long distance for local calls through the relay.

**Inquire Date 2/13/2008  
Record ID 15873  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 2/15/2008  
Resolution 2/15/2008**

Assistant Operation Manager forwarded the information to the technical department. The technical department discovered that the calls were not placed through the relay. Customer Service attempted to reach the customer and discovered that the telephone number had been disconnected.

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**External Complaints--  
Miscellaneous**

Customer stated when dialing 711 from their cell phone in Pennsylvania, they reach Georgia Relay.

**Inquire Date 2/13/2008  
Record ID 15871  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 2/13/2008  
Resolution 2/13/2008**

Customer Service apologized and explained the translation issue with cell phones. Customer Service directed customer to their cell phone provider and offered to work with their provider. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated that when dialing 7-1-1, they reach a different company, but refused to give any carrier information.

**Inquire Date** 3/10/2008  
**Record ID** 16114  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/10/2008  
**Resolution** 3/10/2008

Customer Service directed customer to their local carrier concerning the translation issue. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated that whenever they place a call through the Georgia or Florida Relay from the Federal Prison the call is blocked.

**Inquire Date** 3/14/2008  
**Record ID** 16127  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Diane  
**Response Date** 3/14/2008  
**Resolution** 3/14/2008

Assistant Operations Manager explained that the recording being received is through the carrier and not the relay. Assistant Operations Manager stated the call may be restricted through the Federal Prison and was attempting to direct customer to the telephone administrator at the Federal Prison, but the customer hung up.

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**External Complaints--  
Miscellaneous**

Customer had recently updated their profile to add Comcast as their long distance provider. Customer stated that long distance calls do not work through the relay.

**Inquire Date** 4/11/2008  
**Record ID** 16310  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/11/2008  
**Resolution** 4/11/2008

Customer Service verified the profile and forwarded the information to the technical department. The technical department discovered that the calls were sent out properly through the relay, but due to the fact that Comcast is a VOIP carrier, their identification was not being recognized by Sprint (Comcast's underlying carrier) to allow the calls. Customer Service continues to attempt to work with Comcast. Customer is now able to place calls through the relay.

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**External Complaints--  
Miscellaneous**

Customer stated they are unable to place a long distance call using Comcast through the relay.

**Inquire Date** 4/17/2008  
**Record ID** 16419  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/28/2008  
**Resolution** 5/23/2008

Customer Service forwarded the information to the technical department. The technical department discovered that the calls were sent out properly through the relay, but due to the fact that Comcast is a VOIP carrier, their identification was not being recognized by Sprint (Comcast's underlying carrier) to allow the calls. Customer Service continues to attempt to work with Comcast. Comcast has contacted the customer and explained that the issue was with the old provider and their number has been reset. Customer is now able to place long distance calls through the relay.

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**External Complaints--  
Miscellaneous**

Customer stated they were unable to dial 7-1-1 from their AT&T cell phone.

Supervisor directed customer to their cell phone provider. Customer understood.

*Inquire Date 4/24/2008  
Record ID 16389  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Michelle  
Response Date 4/24/2008  
Resolution 4/28/2008*

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**External Complaints--  
Miscellaneous**

Customer stated that the phone provider for the facility is blocking the relay toll free number and no relay calls can be processed from the correctional facility.

Customer Service directed customer to the provider and could report this issue to the Public Service Commission. Customer was satisfied.

*Inquire Date 5/22/2008  
Record ID 16611  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 5/22/2008  
Resolution 5/22/2008*

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

Customer stated that the CA did not type everything that was said.

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

*Inquire Date 7/27/2007  
Record ID 14244  
Call Taken By Operations Mgr  
CA Number 5178  
Responded By Diane  
Response Date 7/27/2007  
Resolution 7/27/2007*

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

Customer stated that the CA's typing and accuracy were unacceptable on a call. Customer disconnected her call to redial and connect to a different CA.

Lead CA apologized and stated that the CA would be counseled and monitored frequently. CA's latest typing score was 52 WPM with 89% accuracy. CA was terminated.

*Inquire Date 8/7/2007  
Record ID 14469  
Call Taken By Lead CA  
CA Number 5371  
Responded By Jodi  
Response Date 8/7/2007  
Resolution 8/7/2007*

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

**Inquire Date** 3/26/2008  
**Record ID** 16225  
**Call Taken By** At the Workstation  
**CA Number** 5159  
**Responded By** Tina  
**Response Date** 3/26/2008  
**Resolution** 3/26/2008

Customer stated the CA repeated verbatim and requested how to spell words.

Customer Service explained why a CA requests spelling of specific words. Customer Service forwarded call information to the technical department to discover the CA number. CA was counseled and customer was satisfied. CA's last typing score was 66 WPM and 99% accuracy.

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

**Inquire Date** 11/15/2007  
**Record ID** 14818  
**Call Taken By** Lead CA  
**CA Number** 5102  
**Responded By** Raymone/Tina  
**Response Date** 11/16/2007  
**Resolution** 1/10/2008

Customer stated that the CA did not keep the customer informed. Customer stated that the CA continued to hold but did not inform them that there was no option for a live representative.

Lead CA apologized and stated that the CA would be counseled. CA was counseled. Customer Service has been unable to notify the customer. Customer Service attempted to return a call but there has been no answer.

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

**Inquire Date** 2/1/2008  
**Record ID** 15840  
**Call Taken By** At the Workstation  
**CA Number** 5330  
**Responded By** Charod/Diane  
**Response Date** 2/5/2008  
**Resolution** 2/5/2008

Customer stated that CA did not keep them informed during a long wait time.

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

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

**Inquire Date** 7/17/2007  
**Record ID** 14242  
**Call Taken By** Lead CA  
**CA Number** 5362  
**Responded By** Michelle/Tina  
**Response Date** 7/17/2007  
**Resolution** 7/18/2007

Customer stated that after being connected to the relay she had typed "Hello, Hello" several times with no response from the CA.

Lead CA apologized and forwarded this information to the technical department. The technical department discovered that the CA had followed procedure. Customer was notified.

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

*Inquire Date 2/2/2008  
Record ID 15847  
Call Taken By Supervisor  
CA Number 5332  
Responded By Jody/Tina  
Response Date 2/5/2008  
Resolution 2/5/2008*

Customer stated that the CA hung up.

Supervisor forwarded the information to the technical department. The technical department discovered that the customer disconnected the call. Customer was notified.

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

*Inquire Date 6/27/2007  
Record ID 13972  
Call Taken By Lead CA  
CA Number 5352  
Responded By Celeste  
Response Date 6/27/2007  
Resolution 6/27/2007*

Customer stated that when attempting to dial the toll free number through the relay, the CA states that the call will not go through.

Lead CA placed test calls both through the relay and dialing direct. The calls worked fine. Lead CA apologized and stated that the CA must have misdialed the number. CA was counseled and customer was satisfied.

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

*Inquire Date 8/10/2007  
Record ID 14470  
Call Taken By At the Workstation  
CA Number  
Responded By Tauna  
Response Date 8/10/2007  
Resolution 8/10/2007*

Customer stated that the CA typed poorly on their call but she did not have call details.

Supervisor apologized and explained that without call information, the call could not be investigated or the CA counseled. Customer understood.

---

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

*Inquire Date 11/27/2007  
Record ID 14870  
Call Taken By Supervisor  
CA Number 5397  
Responded By Jodi  
Response Date 11/27/2007  
Resolution 11/27/2007*

Customer stated that the CA's typing had several errors.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 63 WPM with 95% accuracy.

---

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

*Inquire Date 7/31/2007  
Record ID 14245  
Call Taken By Lead CA  
CA Number 5369  
Responded By Diane  
Response Date 8/1/2007  
Resolution 8/1/2007*

Customer stated that after she left a message on the answering machine the CA did not inform her if the message had been left and kept asking customer for a number to dial.

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

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

*Inquire Date 8/16/2007  
Record ID 14339  
Call Taken By Operations Mgr  
CA Number 5200 & 5336  
Responded By Diane  
Response Date 8/16/2007  
Resolution 8/17/2007*

Customer stated that none of the CAs that had handled their calls today, were able to process a VCO or HCO call properly.

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***

*Inquire Date 3/19/2008  
Record ID 16201  
Call Taken By Operations Mgr  
CA Number 5422  
Responded By Deborah  
Response Date 3/21/2008  
Resolution 3/21/2008*

Customer stated that CA never voiced what was typed during a HCO call.

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

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

*Inquire Date 6/20/2007  
Record ID 13971  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 6/20/2007  
Resolution 6/20/2007*

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

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

---

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

*Inquire Date 8/20/2007  
Record ID 14379  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 8/21/2007  
Resolution 8/21/2007*

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

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.

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

*Inquire Date 8/22/2007  
Record ID 14380  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Michelle  
Response Date 8/22/2007  
Resolution 8/22/2007*

Customer has been receiving harassing phone calls through relay and inquired what to do about the calls.

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

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

*Inquire Date 9/27/2007  
Record ID 14571  
Call Taken By Supervisor  
CA Number  
Responded By Diane  
Response Date 9/28/2007  
Resolution 10/1/2007*

Customer had legal questions for the relay and requested to speak to a Manager.

Supervisor stated that a Manager would return their call tomorrow. Assistant Operations Manager returned a call and left message for customer. There has been no further response from the customer.

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

*Inquire Date 10/2/2007  
Record ID 14593  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 10/2/2007  
Resolution 10/2/2007*

Customer has been receiving fraudulent telephone calls through MCI Relay.

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

---

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

*Inquire Date 10/3/2007  
Record ID 14595  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 10/3/2007  
Resolution 10/3/2007*

Customer has been receiving fraudulent telephone calls through Sprint and inquired what could be done.

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

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

*Inquire Date 12/9/2007  
Record ID 14911  
Call Taken By Lead CA  
CA Number  
Responded By Jackie  
Response Date 12/9/2007  
Resolution 12/9/2007*

Customer has been receiving fraudulent phone calls through the relay and requested their number be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer contact law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer was satisfied.

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

*Inquire Date 1/2/2008  
Record ID 15349  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 1/2/2008  
Resolution 1/2/2008*

Customer has receiveing harassing telephone calls through relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

*Inquire Date 1/9/2008  
Record ID 15364  
Call Taken By Lead CA  
CA Number  
Responded By Jackie  
Response Date 1/9/2008  
Resolution 1/9/2008*

Customer has been receiveing harassing telephone calls through relay and inquired 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 contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

*Inquire Date 1/14/2008  
Record ID 15576  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 1/14/2008  
Resolution 1/14/2008*

Customer has received a fraudulent telephone call but was unsure which provider the call was from.

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

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

**Inquire Date 1/14/2008  
Record ID 15573  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 1/14/2007  
Resolution 1/14/2008**

Customer has been receiveing harassing telephone calls through relay and inquired what could be done.

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 contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

**Inquire Date 4/16/2008  
Record ID 16362  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 4/16/2008  
Resolution 4/16/2008**

Customer has receiving harassing telephone calls through relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 6/1/2007  
Record ID 13973  
Call Taken By Lead CA  
CA Number  
Responded By Erin  
Response Date 6/1/2007  
Resolution 6/1/2007**

Customer stated that she has to repeat her greeting two or three times before the CA responds.

Lead CA apologized and explained that if the CA is sending the typed greeting, while the customer is speaking, the CA does not hear the customer. Lead CA suggested a profile for automatic VCO connection. Customer hung up.

---

**Service Complaints--  
Miscellaneous**

**Inquire Date 7/17/2007  
Record ID 14241  
Call Taken By Lead CA  
CA Number 6356  
Responded By Celeste/Tina  
Response Date 7/30/2007  
Resolution 7/30/2007**

Customer stated that the CA was not using "GA" and their call did not process correctly because of this.

Lead CA stated information would be forwarded to technicians. Technicians discovered this was an Internet Relay call where "GA" is not required to be used. Customer Service has attempted to contact customer in regards to this issue, but there has been no answer.

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***Service Complaints--  
Miscellaneous***

Customer stated that the CA requested the number to dial several times. Customer has recently set up a profile for HCO.

***Inquire Date 11/23/2007  
Record ID 14856  
Call Taken By Supervisor  
CA Number  
Responded By Tauna/Tina  
Response Date 11/23/2007  
Resolution 11/23/2007***

Supervisor forwarded the information to the technical department to verify the profile. Profile was verified and CAs were counseled on proper connection procedures for HCO. Customer was notified and satisfied.

---

***Service Complaints--  
Miscellaneous***

Customer stated that CA could not hear her after she requested VCO.

***Inquire Date 2/4/2008  
Record ID 15851  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 2/4/2008  
Resolution 2/4/2008***

Customer Service explained that if customer does not see, VCO ON, then the CA is unable to hear the customer's voice. Customer Service offered a profile, which was declined at this time.

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

Customer stated that the CA was mumbling during the call and it was difficult to understand him.

***Inquire Date 1/15/2008  
Record ID 15580  
Call Taken By Lead CA  
CA Number 5028  
Responded By Denay  
Response Date 1/15/2008  
Resolution 1/15/2008***

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

---

***Service Complaints--Spanish to  
Spanish call Handling  
Problems***

Customer stated that Spanish CA's do not type Spanish well.

***Inquire Date 10/20/2007  
Record ID 14674  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 10/20/2007  
Resolution 10/20/2007***

Customer Service apologized and forwarded the information to the Spanish Supervisor. Spanish CAs were counseled and continue to be monitored frequently. Customer was satisfied.

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**Technical Complaints--711 Problems**

Customer stated that they are unable to reach 7-1-1 from their home phone. Customer has Windstream for their local provider.

*Inquire Date 11/7/2007*  
*Record ID 14819*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Brenda*  
*Response Date 11/7/2007*  
*Resolution 11/16/2007*

Supervisor forwarded information to the technical department. The technical department contacted the provider to issue a trouble ticket. Provider reset 711 and customer placed a test call, which worked correctly. Customer was satisfied.

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**Technical Complaints--711 Problems**

Customer stated they could not reach 7-1-1 from their home phone. Customer stated they have Bell South as their provider.

*Inquire Date 11/9/2007*  
*Record ID 14820*  
*Call Taken By Lead CA*  
*CA Number*  
*Responded By Tina*  
*Response Date 11/9/2007*  
*Resolution 11/27/2007*

Lead CA forwarded the information to the technical department. The technical department contacted the provider to issue a trouble ticket. Provider reset 711 and test calls were placed, which worked correctly. Customer is satisfied.

---

**Technical Complaints--711 Problems**

Customer stated that when dialing 7-1-1 they reach a busy signal. Customer stated their phone service is with Windstream.

*Inquire Date 11/17/2007*  
*Record ID 14822*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Brenda/James*  
*Response Date 11/19/2007*  
*Resolution 11/19/2007*

Supervisor forwarded the information to the technical department. The technical department opened a trouble ticket. Windstream contacted the relay after resetting the translation for 7-1-1. Customer was notified and everything is working properly.

---

**Technical Complaints--711 Problems**

Customer stated that when attempting to reach 711, they receive a busy signal. Customer stated that Windstream is their local provider.

*Inquire Date 11/18/2007*  
*Record ID 14821*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Brenda/James*  
*Response Date 11/19/2007*  
*Resolution 2/11/2008*

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that Windstream was having technical issues and the trouble ticket was opened. Customer Service has been unable to reach the customer to verify the issue was resolved. Customer contacted relay and issue has been resolved. Customer was satisfied.

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**Technical Complaints--711  
Problems**

Telephone representative stated their client was unable to reach the Georgia Relay when dialing 7-1-1 and inquired what could be done to resolve this issue.

*Inquire Date 11/20/2007*  
*Record ID 14857*  
*Call Taken By Customer Service*  
*Rep*  
*CA Number*  
*Responded By Tina*  
*Response Date 11/20/2007*  
*Resolution 11/20/2007*

Customer Service explained how to reset the 7-1-1 translation. Customer understood.

---

**Technical Complaints--711  
Problems**

Customer stated her son has been unable to reach 711. Customer has Bell South as their provider.

*Inquire Date 11/26/2007*  
*Record ID 14879*  
*Call Taken By Customer Service*  
*Rep*  
*CA Number*  
*Responded By Diane/Tina*  
*Response Date 11/27/2007*  
*Resolution 5/23/2008*

Assistant Operations Manager forwarded the information to the technical department. The technical department was unable to open a trouble ticket without the son's telephone information. Customer Service left a message with customer requesting the needed information. There has been no return call from customer. Customer Service has since spoken to the customer and they were still continuing to have issues and so they have now switched to VRS.

---

**Technical Complaints--711  
Problems**

Customer stated that 7-1-1 does not ring whenever they dial, but if they stay on the line a CA answers.

*Inquire Date 11/26/2007*  
*Record ID 14858*  
*Call Taken By Operations Mgr*  
*CA Number*  
*Responded By Barb/Tina*  
*Response Date 11/27/2007*  
*Resolution 11/27/2007*

Relay Manager apologized forwarded the information to the technical department. The technical department discovered that the customer did not have a wait time, in which there is no ring and the CA answers.

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**Technical Complaints--711  
Problems**

Customer stated that they are unable to dial 7-1-1 and reach the relay.

*Inquire Date 12/12/2007*  
*Record ID 14902*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Brenda/Tina*  
*Response Date 12/19/2007*  
*Resolution 2/7/2008*

Supervisor gave the customer the 800 number to reach the relay. Customer Service has attempted to contact the customer several times to inquire their provider. There has been no response from the customer.

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**Technical Complaints--711  
Problems**

**Inquire Date** 1/2/2008  
**Record ID** 15350  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/2/2008  
**Resolution** 1/2/2008

Customer stated they could not reach 7-1-1 from the jail by dialing the "9" for an outside line.

Customer Service explained that the office PBX needed to be set to recognize the 800 number associated with 7-1-1. Customer Service offered to speak to the Telephone Administrator and gave the customer the toll free number to access the relay. Customer was satisfied.

---

**Technical Complaints--711  
Problems**

**Inquire Date** 2/19/2008  
**Record ID** 15956  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 2/19/2008  
**Resolution** 2/19/2008

Customer stated that she is unable to reach 7-1-1 from her home phone. Customer stated she receives a recording that the number has been disconnected. Customer has Bell South/AT&T as their carrier.

Customer Service apologized and verified that 7-1-1 was working. Customer Service directed customer to their provider and forwarded the information to the technical department. The technical department discovered that the customer had a restriction on their telephone line that was prohibiting them from dialing 7-1-1. Customer Service notified the customer.

---

**Technical Complaints--711  
Problems**

**Inquire Date** 3/20/2008  
**Record ID** 16200  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Diane/Tina  
**Response Date** 3/21/2008  
**Resolution**

Customer stated they are unable to dial 7-1-1 from their home number with Actel as the provider.

Assistant Operations Manager forwarded the information to technical department. The technical department discovered that Actel is a reseller through Bell South. The technical department has attempted to contact the provider several times to work on this issue. There has been no response from Actel.

---

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

**Inquire Date** 8/1/2007  
**Record ID** 14336  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Diane  
**Response Date** 8/1/2007  
**Resolution**

Customer requested Windstream as their long distance provider.

Assistant Operations Manager explained that Windstream was not a participating provider through the relay. Profile was set up and customer understood. The technical department continues to work with Windstream. As of 5/31/08, Windstream is still not a participating provider through the relay.

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

**Inquire Date 11/21/2007  
Record ID 14855  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 11/27/2007  
Resolution**

Customer requested Windstream as their long distance provider.

Customer Service explained that Windstream is not a participating provider with the relay. Customer Service suggested that the customer contact the provider. Customer Service also contacted the provider. Customer understood. As of 5/31/08, Windstream is still not a participating provider through the relay.

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

**Inquire Date 11/30/2007  
Record ID 14889  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane/Tina  
Response Date 12/3/2007  
Resolution**

Customer had questions as they would like to use Windstream as their long distance provider through the relay and they are not available.

Assistant Operations Manager stated that Customer Service would return a call. Customer Service returned a call to customer and left a message in regards to this issue. Waiting for a return call from customer. As of 5/31/08, Windstream is still not a participating provider through the relay.

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

**Inquire Date 3/4/2008  
Record ID 16111  
Call Taken By Supervisor  
CA Number  
Responded By Tina  
Response Date 3/6/2008  
Resolution**

Customer requested Opti-Link as their long distance provider through the relay.

Customer Service explained that Opti-Link was not a participating provider through the relay. Customer Service offered a profile with an alternate carrier, customer refused. Customer Service contacted Opti-Link and forwarded a letter of authorization. There has been no further response from Opti-Link. As of 5/31/08, Opti-Link is still not a participating provider through the relay.

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

**Inquire Date 5/13/2008  
Record ID 16605  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 5/16/2008  
Resolution 5/28/2008**

Customer continues to have trouble with their long distance provider of Comcast and is now looking into alternate carriers. Customer would like to choose Covista as their long distance carrier. Customer has received a bill from AT&T and wished to be reimbursed for the charges.

Customer Service apologized and sent customer a copy of the Relay carrier list. Customer decided not to choose a carrier from the list and requested Covista Communications. Customer Service explained that Covista is not a participating provider and Customer Service will contact carrier. Customer Service contacted carrier to request Letter of Authorization and there has been no return response from carrier. Customer Service sent reimbursement to the customer in regards to the AT&T bill.

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**Technical Complaints--Connect Time (TTY/Voice)**

Customer stated difficulty with slow connections and response time when placing a call through the relay.

*Inquire Date 4/10/2008*  
*Record ID 16302*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Jodi/Tina*  
*Response Date 4/11/2008*  
*Resolution 4/11/2008*

Supervisor apologized and forwarded the information to Customer Service. Customer Service suggested a profile for quicker connection. Profile was implemented and test calls were placed. Customer was satisfied.

---

**Technical Complaints--Line Disconnected**

Customer stated that two or three calls had been made, when all of a sudden the line disconnected.

*Inquire Date 6/4/2007*  
*Record ID 13975*  
*Call Taken By Customer Service Rep*  
*CA Number 5276*  
*Responded By Michelle/Diane*  
*Response Date 6/5/2007*  
*Resolution 7/3/2007*

Supervisor apologized and forwarded the call information to the technical department. The technical department discovered that the CA disconnected due to no response from the customer. Customer was notified and understood.

---

**Technical Complaints--Line Disconnected**

Customer stated that the calls keep disconnecting in the middle of her conversation and requested a credit to their bill.

*Inquire Date 10/27/2007*  
*Record ID 14726*  
*Call Taken By At the Workstation*  
*CA Number*  
*Responded By Ebony*  
*Response Date 10/27/2007*  
*Resolution 10/29/2007*

Supervisor requested call information. Customer refused.

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**Technical Complaints--Miscellaneous**

Customer stated that they are unable to place a call using their cell phone through the relay. Customer stated that they were asked for their long distance provider.

*Inquire Date 7/30/2007*  
*Record ID 14246*  
*Call Taken By At the Workstation*  
*CA Number*  
*Responded By Ebony*  
*Response Date 8/1/2007*  
*Resolution 9/14/2007*

Supervisor apologized and forwarded the information to the the technical department. Customer will be notified of the findings. Customer Service has attempted to contact the customer for additional information. There has been no further contact from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer has been having difficulties receiving a call through the relay. Customer stated that the CA is unable to hear their voice.

*Inquire Date 8/17/2007  
Record ID 14340  
Call Taken By Supervisor  
CA Number  
Responded By Tina  
Response Date 8/21/2007  
Resolution 8/21/2007*

Supervisor offered a profile for correct connect mode. Profile was implemented and customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been having difficulties receiving a call through the relay. Customer stated that the CA is unable to hear her voice.

*Inquire Date 8/20/2007  
Record ID 14341  
Call Taken By Lead CA  
CA Number  
Responded By Tina  
Response Date 8/21/2007  
Resolution 8/21/2007*

Lead CA offered a profile for correct connect mode. Profile was implemented and customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated the call they processed through Georgia Relay for a Florida to Florida call, should have been a local call, not long distance.

*Inquire Date 10/11/2007  
Record ID 14631  
Call Taken By At the Workstation  
CA Number  
Responded By Tina  
Response Date 10/17/2007  
Resolution 11/26/2007*

Supervisor apologized and forwarded the information to Customer Service. Customer Service contacted the customer and explained that the Florida to Florida call may not process correctly through Georgia Relay. Customer stated that the call did not go through, but wondered why it was long distance. Customer Service explained that this is not an allowed call. Customer understood.

---

**Technical Complaints--  
Miscellaneous**

Customer had been attempting to place a call, but was receiving a fast busy signal.

*Inquire Date 10/29/2007  
Record ID 14732  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 10/29/2007  
Resolution 10/29/2007*

Customer Service explained that the CA could attempt their call again. Call was placed and customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated the CA attempted several times to redial a conference call number, but the call would not go through. Customer stated she was late for her meeting.

*Inquire Date 11/13/2007  
Record ID 14817  
Call Taken By Lead CA  
CA Number 5167  
Responded By Eric  
Response Date 11/13/2007  
Resolution 11/13/2007*

Lead CA apologized and explained that the workstation was having technical difficulties. Lead CA stated that the technical department had resolved the workstation issue. Customer understood.

---

**Technical Complaints--  
Miscellaneous**

Customer stated that when placing a call from their home number, a specific terminating line rings busy, but when calling the same party with their cell phone the line rings through.

*Inquire Date 11/23/2007  
Record ID 14865  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 11/23/2007  
Resolution 11/27/2007*

Customer Service forwarded the information to the technical department. The technical department was unable to discover any problems. Customer Service contacted customer concerning the technical department's discovery. Customer Service suggested that if the terminating party has caller ID blocking, the call may not be allowed to go through from the home phone line. Customer understood.

---

**Technical Complaints--  
Miscellaneous**

Customer stated that since setting a profile for Charter, their calls will no longer process through the relay.

*Inquire Date 2/4/2008  
Record ID 15837  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 2/4/2008  
Resolution*

Customer Service forwarded the information to the technical department. Several test calls have been performed. The technical department continues to work with Charter.

---

**Technical Complaints--  
Miscellaneous**

Customer stated difficulties with the CA being able to place their TTY call to CapTel.

*Inquire Date 2/7/2008  
Record ID 15861  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 2/8/2008  
Resolution 2/8/2008*

Supervisor apologized and attempted to process the call again, which did not work. The customer called into a different workstation and was able to have their call processed. The technical department discovered an issue at the workstation. The issue has been repaired.

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**Technical Complaints--  
Miscellaneous**

Customer stated garble on their calls and a delay in their connection.

Customer Service gave suggestions to clear the garble and suggested an update to the customer's profile. Profile was updated and customer was satisfied.

**Inquire Date 4/14/2008**  
**Record ID 16314**  
**Call Taken By Customer Service**  
**Rep**  
**CA Number**  
**Responded By Tina**  
**Response Date 4/14/2008**  
**Resolution 4/14/2008**

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**CapTel Complaints**

Disconnect/Reconnect during calls

**Inquire Date 2/14/2008**  
**Record ID 64271**  
**CA Number**  
**Responded By EY**  
**Resolution 2/14/2008**

Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel Complaints**

Accuracy of captions

**Inquire Date 2/15/2008**  
**Record ID 64568**  
**CA Number**  
**Responded By EB**  
**Resolution 2/15/2008**

Customer shared feedback regarding inaccuracy of some of the words on her call. CS Rep apologized for incidence and thanked customer for the feedback. CS recommended customer document the date, time, CA # to allow us to do specific follow up with a CA and their supervisor. Customer noted they asked caller for clarification.

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**CapTel Complaints**

Technical - General

**Inquire Date 3/14/2008**  
**Record ID 67770**  
**CA Number**  
**Responded By ST**  
**Resolution 3/15/2008**

SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

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**CapTel Complaints**

Billing Issue - Calling Card - unable to use

**Inquire Date 5/5/2008**  
**Record ID 73343**  
**CA Number**  
**Responded By KM**  
**Resolution 5/5/2008**

Calling Card configuration not allowing proper processing of TRS calls through their system. Adjustment made in the CapTel system to allow caller to place long distance captioned calls from their phone number as a means of resolution.

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