

# LOUISIANA RELAY ADMINISTRATION BOARD

c/o Louisiana Public Service Commission  
Post Office Box 91154  
Baton Rouge, Louisiana 70821-9154

Received & Inspected

**Bonnie Eades, President**  
**Thelma Covello, Vice President**  
**Julia Thornton, Treasurer**  
**Naomi DeDual, Secretary**

JUN 22 2009  
FCC Mail Room

June 16, 2009

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2008 through May 31, 2009

CG DOCKET NO. 03-123  
DA NO. 09-1318

Dear Ms. Dortch:

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provision 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 Louisiana Relay Administration Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Louisiana. The State of Louisiana'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

NO. OF COMPLAINTS 0  
UNRESOLVED

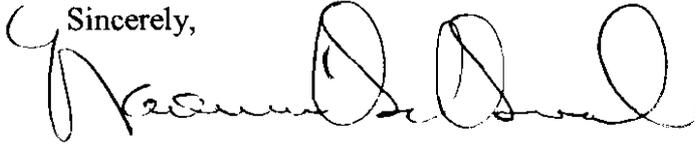
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release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

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.

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 me at 225-219-2404 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "Naomi DeDual". The signature is written in a cursive style with large, rounded letters and a prominent flourish at the end.

Naomi DeDual, Treasurer  
Louisiana Relay Administration Board

# ***Louisiana Relay 2009 FCC Complaint Report***

***6/1/08 to 5/31/09***

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***External Complaints—  
Miscellaneous***

***Inquire Date 10/13/2008  
Record ID 11685  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 10/13/2008  
Resolution 10/13/2008***

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

Customer Service suggested the customer contact their local telephone company or report the incident to law enforcement, since the calls were not received through relay. Customer understood.

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***External Complaints—  
Miscellaneous***

***Inquire Date 5/4/2009  
Record ID 12457  
Call Taken By Supervisor  
CA Number  
Responded By Karen  
Response Date 5/4/2009  
Resolution 5/4/2009***

Customer stated their telephone was not working correctly.

Supervisor placed a test call, which was not successful. Supervisor referred customer to their local telephone company to check their telephone line. Customer understood.

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***External Complaints—  
Miscellaneous***

***Inquire Date 5/5/2009  
Record ID 12463  
Call Taken By Supervisor  
CA Number  
Responded By Tauna  
Response Date 5/5/2009  
Resolution 5/5/2009***

Customer requested a test call to their cell phone.

Supervisor placed a test call, which was not successful. Supervisor reached a recording stating "access to the long distance provider is not authorized". Supervisor referred customer to their cell phone provider. Customer understood.

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***External Complaints—  
Miscellaneous***

***Inquire Date 5/21/2009  
Record ID 12489  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 5/21/2009  
Resolution 5/21/2009***

Customer has been receiving harassing telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained 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--CA Did not  
Keep User Informed***

Customer stated CA did not keep him informed.

***Inquire Date 11/12/2008  
Record ID 11786  
Call Taken By Lead CA  
CA Number 1257  
Responded By Denay  
Response Date 11/12/2008  
Resolution 11/12/2008***

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

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

Customer stated CA did not keep him informed.

***Inquire Date 12/26/2008  
Record ID 11913  
Call Taken By Supervisor  
CA Number 1282  
Responded By Deborah  
Response Date 12/26/2008  
Resolution 12/26/2008***

Supervisor forwarded information to the technical department. The technical department discovered an issue with the terminating number. Customer was notified.

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***Service Complaints--CA Gave  
Wrong Information***

Customer stated CA gave out the wrong information.

***Inquire Date 5/28/2009  
Record ID 12518  
Call Taken By Customer Service  
Rep  
CA Number 5405  
Responded By Deborah  
Response Date 5/28/2009  
Resolution 5/28/2009***

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was notified.

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

Customer stated CA hung up on him when processing a call.

***Inquire Date 9/30/2008  
Record ID 11625  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 9/30/2008  
Resolution 9/30/2008***

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the Supervisor disconnected the call because of abuse directed to the CA.

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

***Inquire Date 10/21/2008  
Record ID 11720  
Call Taken By Customer Service  
CA Number 1267  
Responded By Deborah  
Response Date 10/21/2008  
Resolution 10/21/2008***

Customer stated CA did not respond and disconnected the call.

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

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

***Inquire Date 10/22/2008  
Record ID 11733  
Call Taken By Lead CA  
CA Number 1267  
Responded By Deborah  
Response Date 10/22/2008  
Resolution 10/22/2008***

Customer stated CA hung up on them and had no patience.

Lead CA apologized and forwarded 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 Hung  
Up on Caller***

***Inquire Date 11/16/2008  
Record ID 11793  
Call Taken By Supervisor  
CA Number 5221  
Responded By Deborah  
Response Date 11/18/2008  
Resolution 11/18/2008***

Customer stated the CA hung up after dialing numbers and did not type "hung up."

Supervisor apologized and forwarded information to the technical department. The technical department discovered that the CA disconnected the call. CA was terminated.

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

***Inquire Date 12/15/2008  
Record ID 11897  
Call Taken By Lead CA  
CA Number 1191  
Responded By Deborah  
Response Date 12/15/2008  
Resolution 12/15/2008***

Customer stated CA disconnected call before number could be dialed.

Lead CA forwarded information to the technical department. The technical department discovered an issue with the workstation, which was resolved. Customer was notified.

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

***Inquire Date 1/11/2009  
Record ID 11979  
Call Taken By Lead CA  
CA Number 1249  
Responded By Deborah  
Response Date 1/11/2009  
Resolution 1/11/2009***

Customer stated the CA was slow to respond and disconnected the call after the customer started to respond.

Lead CA apologized and forwarded the information to the technical department. The technical department discovered that the customer disconnected the call. CA was terminated. Customer was notified.

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

***Inquire Date 1/12/2009  
Record ID 11985  
Call Taken By Supervisor  
CA Number 1233  
Responded By Deborah  
Response Date 1/12/2009  
Resolution 1/12/2009***

Customer stated CA hung up on her in the middle of the call.

Customer Service forwarded the information to the technical department. The technical department discovered that the terminator disconnected first and then the originator. Customer was notified.

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

***Inquire Date 2/11/2009  
Record ID 12115  
Call Taken By Supervisor  
CA Number 5069  
Responded By Deborah  
Response Date 2/22/2009  
Resolution 2/2/2009***

Customer stated CA did not dial number and disconnected the call.

Supervisor apologized and forwarded information to the technical department. The technical department discovered that the CA did not dial the number and released the call. CA was terminated. Customer was notified.

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

***Inquire Date 5/7/2009  
Record ID 12460  
Call Taken By Supervisor  
CA Number  
Responded By Gregory  
Response Date 5/7/2009  
Resolution 5/7/2009***

Customer stated they asked the CA to hold and when they came back to the telephone, CA had hung up.

Supervisor explained that the CA could not hold for longer than one minute and did follow procedure. Customer understood.

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

***Inquire Date 5/23/2009  
Record ID 12506  
Call Taken By Lead CA  
CA Number 1330  
Responded By Deborah  
Response Date 5/23/2009  
Resolution 5/23/2009***

Customer stated CA was rude and hung up on her.

Lead CA forwarded information to the technical department. The technical department discovered there was an issue at the workstation with a hung modem, which did not allow any information to be transferred to the customer. CA was counseled and customer was notified.

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

***Inquire Date 7/25/2008  
Record ID 11449  
Call Taken By Lead CA  
CA Number 1329  
Responded By David  
Response Date 7/25/2008  
Resolution 7/25/2008***

Customer stated CA dialed the wrong number.

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

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

***Inquire Date 8/12/2008  
Record ID 11500  
Call Taken By Customer Service  
CA Number 1147  
Responded By Deborah  
Response Date 8/12/2008  
Resolution 8/12/2008***

Customer stated CA misdialed the number and was charged for a long distance call. Customer requested reimbursement.

Customer Service apologized and stated that CA would be counseled. Customer Service requested a copy of the bill for possible reimbursement. Upon receipt of bill, information will be forwarded to the technical department for further investigation. No receipt of bill has been received.

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

***Inquire Date 9/6/2008  
Record ID 11561  
Call Taken By Customer Service  
CA Number 5442  
Responded By Deborah  
Response Date 9/6/2008  
Resolution 9/6/2008***

Customer stated CA misdialed the number.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer notified.

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

***Inquire Date 7/3/2008  
Record ID 11405  
Call Taken By Lead CA  
CA Number 1147  
Responded By Tramaine  
Response Date 7/3/2008  
Resolution 7/3/2008***

Customer stated that CA had several typing errors.

Lead CA apologized and stated that CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 63 WPM with 95% accuracy.

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

***Inquire Date 7/31/2008  
Record ID 11479  
Call Taken By Lead CA  
CA Number 5405  
Responded By Charod  
Response Date 7/31/2008  
Resolution 7/31/2008***

Customer stated that CA had several typing errors.

Lead CA apologized and stated that CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 62 WPM with 97% accuracy.

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

***Inquire Date 2/2/2009  
Record ID 12098  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/2/2009  
Resolution 2/2/2009***

Customer stated CAs are not voicing verbatim.

Customer Service apologized and stated CAs would be counseled. CAs were counseled and customer was notified.

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

***Inquire Date 3/23/2009  
Record ID 12261  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 3/23/2009  
Resolution 3/23/2009***

Customer stated CAs type fast and make errors. Customer requested "slow typing."

Customer Service apologized and stated CAs would be counseled. CAs were counseled. Profile was updated and customer was notified.

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

***Inquire Date 10/3/2008  
Record ID 11694  
Call Taken By Supervisor  
CA Number 1127  
Responded By Karen  
Response Date 10/3/2008  
Resolution 10/3/2008***

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

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

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

***Inquire Date 9/30/2008  
Record ID 11631  
Call Taken By Supervisor  
CA Number 1111  
Responded By Karen  
Response Date 9/30/2008  
Resolution 9/30/2008***

Customer stated CA misdialed the number.

Supervisor apologized and verified the number given. It was determined that the CA dialed the correct number. Call was processed.

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

***Inquire Date 10/5/2008  
Record ID 11662  
Call Taken By Supervisor  
CA Number 1399  
Responded By Latrice  
Response Date 10/5/2008  
Resolution 10/5/2008***

Customer stated CA dialed the wrong number.

Supervisor apologized and stated the CA would be counseled. CA was counseled and a copy of the bill was requested. There has been no further response. No receipt of bill has been received.

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

***Inquire Date 11/4/2008  
Record ID 11800  
Call Taken By Lead CA  
CA Number 1307  
Responded By Deborah  
Response Date 11/4/2008  
Resolution 11/4/2008***

Customer stated CA misdialed the number.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was notified.

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

***Inquire Date 1/19/2009  
Record ID 11988  
Call Taken By Customer Service  
CA Number 1281  
Responded By Deborah  
Response Date 11/19/2009  
Resolution 1/19/2009***

Customer stated CA misdialed the number.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was notified.

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

***Inquire Date 1/19/2009  
Record ID 11999  
Call Taken By Customer Service  
CA Number 1165  
Responded By Deborah  
Response Date 1/19/2009  
Resolution 1/19/2009***

Customer stated CA misdialed the number.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was notified.

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

***Inquire Date 1/19/2009  
Record ID 12005  
Call Taken By Lead CA  
CA Number  
Responded By Tramaine  
Response Date 1/19/2009  
Resolution 1/19/2009***

Customer stated CAs are misdialing numbers.

Lead CA apologized and stated CAs would be counseled. CAs were counseled and customer was notified.

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

***Inquire Date 5/2/2009  
Record ID 12461  
Call Taken By Supervisor  
CA Number 5014  
Responded By Latrice  
Response Date 5/2/2009  
Resolution 5/2/2009***

Customer stated CA misdialed the number and after getting it correct, the CA did not indicate when the customer should begin voicing their message.

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

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

***Inquire Date 11/6/2008  
Record ID 11805  
Call Taken By Customer Service  
CA Number 1258  
Responded By Deborah  
Response Date 11/6/2008  
Resolution 11/6/2008***

Customer stated CA typed over him and the type was garbled.

Customer Service apologized and stated CA would be counseled. CA was counseled.

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

***Inquire Date 12/16/2008  
Record ID 11898  
Call Taken By Lead CA  
CA Number 1320  
Responded By David  
Response Date 12/16/2008  
Resolution 12/16/2008***

Customer stated CA had many typos.

Lead CA apologized and stated CA would be counseled. CA was counseled. The CA's latest typing score was 61 WPM and 97% accuracy.

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

***Inquire Date 6/17/2008  
Record ID 11337  
Call Taken By Supervisor  
CA Number 1267  
Responded By Karen  
Response Date 6/17/1988  
Resolution 6/17/2008***

Customer stated that CA did not follow procedures.

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

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

***Inquire Date 7/10/2008  
Record ID 11419  
Call Taken By Customer Service  
CA Number 1244/1233  
Responded By Deborah  
Response Date 7/10/2008  
Resolution 7/10/2008***

Customer stated CAs did not follow procedures.

Customer Service apologized and stated 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 7/24/2008  
Record ID 11462  
Call Taken By Supervisor  
CA Number 1333  
Responded By Gregory  
Response Date 7/24/2008  
Resolution 7/24/2008***

Customer stated CA dialed number while customer was still typing.

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

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

***Inquire Date 1/26/2009  
Record ID 12027  
Call Taken By Supervisor  
CA Number 1236  
Responded By Deborah  
Response Date 1/26/2009  
Resolution 1/26/2009***

Customer stated CA did not retype conversation.

Supervisor apologized and stated CA would be counseled. CA was counseled and was monitored frequently.

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

***Inquire Date 2/14/2009  
Record ID 12118  
Call Taken By Customer Service  
CA Number 5034  
Responded By Diane  
Response Date 2/14/2009  
Resolution 2/14/2009***

Customer stated CA did not respond quickly and misdialed the number.

Customer Service forwarded the information to the technical department. The technical department discovered that the call was misdialed, but no connection was made. Correct number was dialed, a recording was reached, but customer disconnected. CA was counseled and customer was notified.

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

***Inquire Date 4/8/2009  
Record ID 12359  
Call Taken By Lead CA  
CA Number 1231  
Responded By Deborah  
Response Date 4/8/2009  
Resolution 4/8/2009***

Customer stated the CA did not inform him that the line was ringing and disconnected the call.

Customer Service forwarded the information to the technical department. The technical department discovered the CA did not disconnect the call. CA was counseled and customer was satisfied.

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

***Inquire Date 5/15/2009  
Record ID 12475  
Call Taken By Supervisor  
CA Number  
Responded By Deborah  
Response Date 5/15/2009  
Resolution 5/15/2009***

Customer stated CAs are not letting the telephone ring 10 times before hanging up.

Customer Service placed test calls, which were successful. Customer Service explained that possibly some of the calls they receive are not placed through the relay. Customer was satisfied.

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

***Inquire Date 6/30/2008  
Record ID 11364  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 6/30/2008  
Resolution 6/30/2008***

Customer has been receiving harassing telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer 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 7/9/2008  
Record ID 11412  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 7/9/2008  
Resolution 7/9/2008***

Customer has been receiving harassing telephone calls through the relay.

Customer Service apologized and suggested the customer 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 7/29/2008  
Record ID 11464  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 7/29/2008  
Resolution 7/29/2008***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer 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 8/7/2008  
Record ID 11493  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 8/7/2008  
Resolution 8/7/2008***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service apologized and suggested that the customer 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 11/17/2008  
Record ID 11798  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 11/17/2008  
Resolution 11/17/2008***

Customer has been receiving harassing telephone calls through the relay.

Customer Service apologized and 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 2/11/2009  
Record ID 12112  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 2/11/2009  
Resolution 2/11/2009***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer 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 4/16/2009  
Record ID 12348  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 4/16/2009  
Resolution 4/16/2009***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer 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 6/7/2008  
Record ID 11306  
Call Taken By Supervisor  
CA Number 1169  
Responded By Karen  
Response Date 6/7/2008  
Resolution 6/7/2008***

Customer stated CA typed XXX, which made reading the text difficult. CA retyped the text, but the voice user placed them on hold and did not respond.

Supervisor forwarded the information to the technical department. The technical department discovered that voice user disconnected. Supervisor explained XXX. Customer understood.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 6/9/2008  
Record ID 11310  
Call Taken By Customer Service  
CA Number 1239  
Responded By Deborah  
Response Date 6/9/2008  
Resolution 6/9/2008***

Customer stated CA asked for his account number before proceeding with his call. Customer felt this was not necessary.

Customer Service apologized and explained that since calling the Social Security Office, the customer's social security number is needed to proceed with the call. Further investigation showed that the CA did follow proper procedure. Customer was notified.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 6/26/2008  
Record ID 11356  
Call Taken By Supervisor  
CA Number 1239  
Responded By Karen  
Response Date 6/26/2008  
Resolution 6/26/2008***

Customer stated they had begun voicing before they received the CA number.

Supervisor explained that the customer would need to wait for the CA greeting before voicing. Customer understood.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 7/11/2008  
Record ID 11442  
Call Taken By Customer Service  
CA Number 1382  
Responded By Deborah  
Response Date 7/1/2008  
Resolution 7/1/2008***

Customer stated CA asked him to repeat number several times.

Customer Service apologized and stated CA would be counseled. It was discovered that there may have been a technical issue with the customer's equipment and therefore caused the missed information.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 7/15/2008  
Record ID 11423  
Call Taken By Lead CA  
CA Number 1395  
Responded By Shawwna  
Response Date 7/15/2008  
Resolution 7/15/2008***

Customer stated CA did not respond when asked questions.

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

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***Service Complaints--  
Miscellaneous***

***Inquire Date 7/29/2008  
Record ID 11466  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 7/29/2008  
Resolution 7/29/2008***

Customer stated CAs asked her to repeat information.

Customer Service apologized and explained that there may be a technical issue with toggling back and forth. Customer Service and technical department will place test calls to check customer's equipment. Test calls were placed and an issue was discovered with the customer's equipment.

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***Service Complaints--  
Miscellaneous***

Customer stated that CA was not patient and sent "number to dial pls" twice while customer was in the process of responding.

***Inquire Date 8/4/2008  
Record ID 11488  
Call Taken By Supervisor  
CA Number 1112  
Responded By Gregory  
Response Date 8/4/2008  
Resolution 8/4/2008***

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

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***Service Complaints--  
Miscellaneous***

Customer requested CAs type slower.

***Inquire Date 8/20/2008  
Record ID 11539  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 8/20/2008  
Resolution 8/20/2008***

Customer Service offered to set up a profile to indicate that she prefers CAs to type slower. Customer refused.

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***Service Complaints--  
Miscellaneous***

Customer stated CA was not patient.

***Inquire Date 9/12/2008  
Record ID 11567  
Call Taken By Customer Service  
CA Number 1382  
Responded By Deborah  
Response Date 9/1/2008  
Resolution 9/12/2008***

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

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***Service Complaints--  
Miscellaneous***

Customer stated there are not enough gender specific CAs for Speech to Speech and the Speech to Speech CAs are not voicing verbatim.

***Inquire Date 9/23/2008  
Record ID 11605  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 9/23/2008  
Resolution 9/23/2008***

Customer Service apologized and forwarded information to management. CAs were counseled.

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***Service Complaints--  
Miscellaneous***

Customer requested to speak with management concerning NE/NI procedure.

***Inquire Date 9/24/2008  
Record ID 11616  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 9/24/2008  
Resolution 9/24/2008***

Customer Service explained that no one was available at that time. Customer called back and spoke with the Assistant Manager who clarified the procedure.

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***Service Complaints--  
Miscellaneous***

Customer requested a different CA at the workstation.

***Inquire Date 10/7/2008  
Record ID 11664  
Call Taken By Supervisor  
CA Number  
Responded By Gregory  
Response Date 10/7/2008  
Resolution 10/7/2008***

Supervisor explained there were no CAs available at that time. Customer understood.

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***Service Complaints--  
Miscellaneous***

Customer stated they are unhappy with relay service.

***Inquire Date 10/7/2008  
Record ID 11686  
Call Taken By Supervisor  
CA Number  
Responded By Deborah  
Response Date 10/7/2008  
Resolution 10/7/2008***

Supervisor apologized and forwarded information to Customer Service who would contact them to assist in providing options to improve service for the customer. Customer Service has been unable to reach the customer.

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***Service Complaints--  
Miscellaneous***

Customer stated Speech to Speech CAs can not understand him and feels there should be more CAs trained to handle Speech to Speech calls.

***Inquire Date 10/10/2008  
Record ID 11681  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 10/10/2008  
Resolution 10/11/2008***

Customer Service apologized and stated CAs will be counseled and his concern would be forwarded to management. CAs were counseled and customer was notified.

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***Service Complaints--  
Miscellaneous***

Customer stated he is not satisfied with staffing for Speech to Speech customers. Customer stated that if he requests a different CA, there should be one available.

***Inquire Date 10/20/2008  
Record ID 11712  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 10/20/2008  
Resolution 10/20/2008***

Customer Service explained that management has looked at the need for additional staffing and no changes have been made at this time.

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***Service Complaints--  
Miscellaneous***

Customer stated Speech to Speech CAs can not understand him.

***Inquire Date 10/22/2008  
Record ID 11732  
Call Taken By Customer Service  
CA Number  
Responded By Diane  
Response Date 10/22/2008  
Resolution 11/01/2008***

Customer Service apologized and stated CAs would be counseled. Customer Service explained that the customer may request a different CA, if one is available. CAs were counseled and customer was notified.

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***Service Complaints--  
Miscellaneous***

Customer stated CAs are announcing his call before giving their greeting.

***Inquire Date 11/10/2008  
Record ID 11807  
Call Taken By Supervisor  
CA Number  
Responded By Deborah  
Response Date 11/10/2008  
Resolution 11/10/2008***

Customer Service apologized and stated the CAs would be counseled. CAs were counseled.

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***Service Complaints--  
Miscellaneous***

Customer stated Speech to Speech CAs cannot understand him.

***Inquire Date 12/11/2008  
Record ID 11881  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 12/11/2008  
Resolution 12/11/2008***

Customer Service apologized and stated CAs will be counseled. Customer Service explained that the customer may request a different CA, if one is available. CAs have been counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 12/18/2008  
Record ID 11910  
Call Taken By Supervisor  
CA Number 1286  
Responded By Ebony  
Response Date 12/18/2008  
Resolution 12/18/2008***

Customer stated CA must have been impatient as they typed over their text.

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

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***Service Complaints--  
Miscellaneous***

***Inquire Date 1/17/2009  
Record ID 12006  
Call Taken By Lead CA  
CA Number  
Responded By Deborah  
Response Date 1/17/2009  
Resolution 1/17/2009***

Customer stated Speech to Speech CAs have difficulties understanding him.

Customer Service apologized and stated CAs would be counseled. Customer Service explained that the customer may request a different CA, if one is available. CAs were counseled and customer was notified.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 2/19/2009  
Record ID 12132  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/19/2009  
Resolution 2/19/2009***

Customer stated that CAs could not hear when she was voicing her call.

Customer Service explained that with VCO telephone being used, the CAs will not hear the customer, unless the customer pushes the "VCO ON" button. Test calls were placed, which were successful. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 3/2/2009  
Record ID 12215  
Call Taken By Lead CA  
CA Number  
Responded By Deborah  
Response Date 3/2/2009  
Resolution 3/2/2009***

Customer stated she does not receive the response the CAs send to her.

Lead CA apologized and suggested an update to the customer's profile for automatic VCO connection. Customer Service forwarded the information to the technical department. Profile was updated. Customer Service placed a test call, which was successful. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 3/2/2009  
Record ID 12202  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 3/2/2009  
Resolution 3/2/2009***

Customer stated Speech to Speech CAs cannot understand him.

Customer Service apologized and stated the CAs would be counseled. Customer Service explained that the customer may request a different CA, if one is available. CAs have been counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 3/5/2009  
Record ID 12209  
Call Taken By Lead CA  
CA Number 1163  
Responded By Deborah  
Response Date 3/5/2009  
Resolution 3/5/2009***

Customer stated CA asked her to repeat several times and typed "ca here are you there." The call was never processed.

Lead CA apologized and forwarded the information to the technical department. It was discovered that the CA followed procedure. Customer Service notified the customer and discovered that the customer had left the phone when the CA was attempting a response.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 3/25/2009  
Record ID 12279  
Call Taken By Lead CA  
CA Number 1267  
Responded By Tramaine  
Response Date 3/25/2009  
Resolution 3/25/2009***

Customer stated poor call performance by the CA.

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

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***Service Complaints--  
Miscellaneous***

***Inquire Date 4/18/2009  
Record ID 12378  
Call Taken By Supervisor  
CA Number 1161  
Responded By Deborah  
Response Date 4/18/2009  
Resolution 4/18/2009***

Customer stated that when a different CA took over her call, there was no response and the call dropped.

Customer Service forwarded the information to the technical department. Workstation had a technical error. CA was counseled on proper call procedures and customer was notified.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 4/25/2009  
Record ID 12395  
Call Taken By Lead CA  
CA Number 1330  
Responded By Martina  
Response Date 4/25/2009  
Resolution 4/25/2009***

Customer stated CA asked her to repeat telephone number and many errors were made.

Lead CA apologized and stated CA would be counseled. CA was counseled and customer was notified. CA's last typing score was 62 WPM with 98% accuracy.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 4/26/2009  
Record ID 12394  
Call Taken By Supervisor  
CA Number 1244  
Responded By Karen  
Response Date 4/26/2009  
Resolution 4/26/2009***

Customer stated CA did not respond in a timely manner.

Supervisor apologized and stated CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 5/18/2009  
Record ID 12484  
Call Taken By Program Mgr  
CA Number 5027  
Responded By Diane  
Response Date 5/18/2009  
Resolution 5/18/2009***

Customer stated CA handled the call very poorly.

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

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***Service Complaints--  
Miscellaneous***

***Inquire Date 5/26/2009  
Record ID 12511  
Call Taken By Customer Service  
CA Number 1157  
Responded By Deborah  
Response Date 5/26/2009  
Resolution 5/26/2009***

Customer stated CA accused her of being abusive and the CA kept asking her to repeat.

Customer Service stated CA would be counseled. CA was counseled and will be monitored frequently. CA received a written warning. Customer was notified.

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***Service Complaints--  
Miscellaneous***

Customer stated the CA did not explain relay correctly as the voice user did not understand the relay.

***Inquire Date 5/30/2009  
Record ID 12526  
Call Taken By Supervisor  
CA Number 1382  
Responded By Karen  
Response Date 5/30/2009  
Resolution 5/30/2009***

Supervisor apologized and stated CA would be counseled. CA was counseled and customer was notified.

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***Technical Complaints--Busy  
Signal/Blockage***

Customer stated they were unable to reach the relay and reached a recording asking them to hold.

***Inquire Date 4/7/2009  
Record ID 12342  
Call Taken By Supervisor  
CA Number  
Responded By Karen  
Response Date 4/7/2009  
Resolution 4/7/2009***

Supervisor explained that the relay had been busy and suggested that they try their call again. Customer understood. Calls were answered at 98% within 10 seconds for the day.

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

Customer requested Sudden Link Communications as their long distance provider.

***Inquire Date 6/18/2008  
Record ID 11336  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 6/18/2008  
Resolution 8/3/2008***

Customer Service explained that Sudden Link Communications was not a participating provider through the relay. Customer Service offered a profile with an alternate provider. Customer refused. Customer Service has contacted the provider to become a participating provider. Sudden Link became a participating provider and customer was notified.

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

Customer requested Vonage as their long distance provider.

***Inquire Date 4/23/2009  
Record ID 12387  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 4/23/2009  
Resolution 4/23/2009***

Customer Service explained that Vonage was not a participating provider through the relay and offered a profile for an alternate carrier. Customer refused. Vonage has been contacted by the relay and offered the toll free translation number.

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***Technical Complaints—  
Miscellaneous***

***Inquire Date 11/22/2008  
Record ID 11818  
Call Taken By Supervisor  
CA Number 5405  
Responded By Deborah  
Response Date 11/22/2008  
Resolution 11/22/2008***

Customer stated the call ended without a closing which made the parties confused.

Customer Service forwarded information to the technical department. The technical department discovered that the CA closed the call properly. Test calls were placed and a technical issue with the customer's equipment was discovered. Customer was satisfied.

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***Technical Complaints—  
Miscellaneous***

***Inquire Date 1/2/2009  
Record ID 11976  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 1/2/2009  
Resolution 1/2/2009***

Customer stated they are receiving a recording when attempting to place relay calls.

Customer Service apologized and forwarded information to the technical department. The technical department discovered a workstation issue. Issue was resolved and customer was notified.

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***Technical Complaints—  
Miscellaneous***

***Inquire Date 1/9/2009  
Record ID 11980  
Call Taken By Lead CA  
CA Number  
Responded By Deborah  
Response Date 1/9/2009  
Resolution 1/9/2009***

Customer stated her number did not show on her mother's caller ID.

Customer Service placed test calls and discovered that the customer had a block on her cell phone. Customer removed the block and placed a test call, which was successful.

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