

Hamilton Relay Traditional Relay Service 2009 FCC Complaint Report

6/1/08 to 5/31/09

Service Complaints-- Miscellaneous

Customer was disappointed that the relay will no longer be offering Hamilton pre-paid calling cards.

***Inquire Date 1/26/2009
Record ID 18546
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 1/26/2009
Resolution 1/26/2009***

Relay Manager explained that the customer could purchase a calling card from other sources and would be able to use them through Hamilton Relay. Relay Manager stated that if they had any difficulties accessing the relay with their new card to contact Hamilton Relay Customer Service. Customer understood.

Technical Complaints-- Miscellaneous

Customer stated that they had difficulties connecting and receiving a response from a Spanish relay CA.

***Inquire Date 10/1/2008
Record ID 17797
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 10/8/2008
Resolution 10/8/2008***

Relay Manager forwarded the information to the technical department. The technical department discovered that the customer's calls were handled at a workstation, which had a technical issue with the modem. Issue was resolved the same day and customer was notified.

CapTel--Complaints

Customer stated issues with the image verification on the CapTel website.

***Inquire Date 2/23/2009
Record ID 18715
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/23/2009
Resolution 2/23/2009***

Customer Service directed customer to CapTel customer service. Customer was satisfied.

CapTel--Complaints

Customer stated that they received an incorrect bill for a call through CapTel.

***Inquire Date 5/15/2009
Record ID 19425
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/15/2009
Resolution 5/15/2009***

Customer Service explained how to set a profile to allow correct long distance billing through CapTel and directed customer to CapTel Customer Service to set the profile. Customer was satisfied.
