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June 26, 2009

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th 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 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 12th 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
- 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.

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,

Michael Russell
 TRS Coordinator
 Georgia Public Service Commission

Georgia Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

**External Complaints--
Miscellaneous**

Customer stated her son is unable to place a TTY call from prison. Customer stated the personnel at the prison stated it was being blocked and refused to help.

*Inquire Date 6/12/2008
Record ID 16751
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/12/2008
Resolution 6/12/2008*

Customer Service directed the customer to the Public Service Commission.

**External Complaints--
Miscellaneous**

Customer stated difficulties placing a call through the relay.

*Inquire Date 9/2/2008
Record ID 17765
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/2/2008
Resolution 9/2/2008*

Customer Service stated that there was a lot of static on their line and directed the customer to their local provider. Customer Service contacted customer, who stated the phone line had been repaired and calls were being processed. Customer was satisfied.

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

Customer stated that CA had several typing errors during the call.

*Inquire Date 10/10/2008
Record ID 17966
Call Taken By Supervisor
CA Number 5221
Responded By Terrance
Response Date 10/10/2008
Resolution 10/10/2008*

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 65 WPM with 97% accuracy.

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

Customer was upset with the relay services. CA did not keep the customer informed during a call.

*Inquire Date 12/14/2008
Record ID 18316
Call Taken By Supervisor
CA Number 5004
Responded By Latrice
Response Date 12/14/2008
Resolution 12/14/2008*

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

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

Customer stated that CA did not keep the customer informed.

*Inquire Date 12/31/2008
Record ID 18423
Call Taken By Lead CA
CA Number 5063
Responded By Afiya
Response Date 12/31/2008
Resolution 12/31/2008*

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

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

Customer stated that CA did not keep them informed.

*Inquire Date 1/2/2009
Record ID 18421
Call Taken By Lead CA
CA Number 5057
Responded By Tanisha
Response Date 1/2/2009
Resolution 1/2/2009*

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

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

Customer stated CA did not keep them informed.

*Inquire Date 1/2/2009
Record ID 18377
Call Taken By Lead CA
CA Number
Responded By Tanisha
Response Date 1/2/2009
Resolution 1/2/2009*

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

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

Customer stated CA did not keep them informed.

*Inquire Date 1/3/2009
Record ID 18379
Call Taken By Lead CA
CA Number
Responded By Afiya
Response Date 1/3/2009
Resolution 1/3/2009*

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

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

Customer stated that CA did not keep them informed.

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

***Inquire Date 1/3/2009
Record ID 18422
Call Taken By Lead CA
CA Number 5067
Responded By Afiya
Response Date 1/3/2009
Resolution 1/30/2009***

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

Customer inquired if the person speaking was the same person who answered the call. Customer stated that CA informed her that they could not be part of the conversation.

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

***Inquire Date 1/31/2009
Record ID 18547
Call Taken By Lead CA
CA Number 1276
Responded By LaShonda
Response Date 2/3/2009
Resolution 2/3/2009***

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

Customer stated that they wanted to place another call, but the CA did not respond. Customer hung up and called back to the relay to place their second call.

Lead CA apologized and forwarded the information to the technical department. The technical department discovered that the CA did not disconnect the call. CA was counseled and customer was satisfied.

***Inquire Date 9/28/2008
Record ID 17858
Call Taken By Lead CA
CA Number 5039
Responded By Sue
Response Date 9/29/2008
Resolution 9/30/2008***

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

Customer stated that she took several steps to answer the phone and the CA disconnected.

Customer Service apologized to the customer for the inconvenience. Customer stated that she did not want a call back. Customer Service forwarded the information to the technical department and discovered that the call did not originate through the relay.

***Inquire Date 3/8/2009
Record ID 18717
Call Taken By At the Workstation
CA Number 5087
Responded By Anne
Response Date 3/8/2009
Resolution 3/8/2009***

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

Customer stated that CA made several errors during the call. Customer stated that CA did not listen carefully and dialed the wrong number from her speed dial list.

*Inquire Date 3/1/2009
Record ID 18674
Call Taken By Lead CA
CA Number 5048
Responded By Tanisha
Response Date 3/1/2009
Resolution 3/1/2009*

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

Service Complaints--CA Typing

Customer stated that the overall service through the relay had declined and recently had three CAs whose typing was poor.

*Inquire Date 4/27/2009
Record ID 18891
Call Taken By Customer Service
CA Number 5008, 5235, 5014
Responded By LaShonda
Response Date 4/28/2009
Resolution 4/28/2009*

Customer Service stated the three CAs would be counseled and the information would be forwarded to management. CAs were counseled and monitored frequently. CA's last typing scores were 63 WPM with 99% accuracy, 64 WPM with 98% accuracy, 66 WPM with 99% accuracy. Customer's concern has been forwarded to management.

***Service Complaints--Caller ID
Not Working Properly***

Customer stated that their caller ID number was showing incorrectly through the relay.

*Inquire Date 1/3/2009
Record ID 18483
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/3/2009
Resolution 1/5/2009*

Customer Service explained that the relay had a technical issue. Issue was resolved 1/5/09 and customer was notified.

***Service Complaints--Caller ID
Not Working Properly***

Customer stated that their caller ID number was showing incorrectly through the relay.

*Inquire Date 1/3/2009
Record ID 18487
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/3/2009
Resolution 1/5/2009*

Customer Service explained that the relay had a technical issue. Issue was resolved 1/5/09 and customer was notified.

***Service Complaints--Caller ID
Not Working Properly***

*Inquire Date 1/3/2009
Record ID 18486
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/3/2009
Resolution 1/5/2009*

Customer stated that their caller ID number was showing incorrectly through the relay.

Customer Service explained that the relay had a technical issue. Issue was resolved 1/5/09 and customer was notified.

***Service Complaints--Caller ID
Not Working Properly***

*Inquire Date 1/3/2009
Record ID 18485
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/3/2009
Resolution 1/5/2009*

Customer stated that their caller ID number was showing incorrectly through the relay.

Customer Service explained that the relay had a technical issue. Issue was resolved 1/5/09 and customer was notified.

***Service Complaints--Caller ID
Not Working Properly***

*Inquire Date 1/3/2009
Record ID 18484
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/3/2009
Resolution 1/5/2009*

Customer stated that their caller ID number was showing incorrectly through the relay.

Customer Service explained that the relay had a technical issue. Issue was resolved 1/5/09 and customer was notified.

***Service Complaints--Caller ID
Not Working Properly***

*Inquire Date 1/4/2009
Record ID 18488
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/4/2009
Resolution 1/5/2009*

Customer stated that their caller ID number was showing incorrectly through the relay.

Customer Service explained that the relay had a technical issue. Issue was resolved 1/5/09 and customer was notified.

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

Customer stated that they attempted to place a VCO to VRS call through the relay. Customer was told that call could not be placed.

***Inquire Date 8/20/2008
Record ID 17596
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 8/20/2008
Resolution 8/20/2008***

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

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

Officer inquired what information could be released for an investigation of harassing telephone calls through the relay.

***Inquire Date 7/9/2008
Record ID 17022
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/9/2008
Resolution 7/9/2008***

Customer Service offered to send a letter explaining the subpoena process and information available. Officer refused at this time.

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

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

***Inquire Date 7/16/2008
Record ID 17023
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/16/2008
Resolution 7/16/2008***

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.

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

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

***Inquire Date 7/18/2008
Record ID 17027
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/18/2008
Resolution 7/18/2008***

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.

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

***Inquire Date 8/21/2008
Record ID 17597
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/21/2008
Resolution 8/21/2008***

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

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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.

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

***Inquire Date 9/30/2008
Record ID 17879
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/30/2008
Resolution 9/30/2008***

Customer has been receiving harassing telephone calls through AT&T and wondered what to do.

Because the customer stated the calls were coming from another Relay provider, Supervisor gave the appropriate Customer Service number for the other provider to the customer. Supervisor 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 11/26/2008
Record ID 18240
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 11/28/2008
Resolution 11/28/2008***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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.

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

***Inquire Date 12/31/2008
Record ID 18418
Call Taken By Lead CA
CA Number
Responded By Tocara
Response Date 12/31/2008
Resolution 12/31/2008***

Customer has been receiving harassing 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.

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

***Inquire Date 12/31/2008
Record ID 18360
Call Taken By Customer Service
CA Number
Responded By Tocara
Response Date 12/31/2008
Resolution 12/31/2008***

Customer has been receiving harassing telephone calls from 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.

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

***Inquire Date 1/2/2009
Record ID 18424
Call Taken By Lead CA
CA Number
Responded By Charod
Response Date 1/2/2009
Resolution 1/2/2009***

Customer has been receiving harassing telephone calls through the relay.

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.

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

***Inquire Date 1/2/2009
Record ID 18378
Call Taken By Lead CA
CA Number
Responded By Charod
Response Date 1/2/2009
Resolution 1/2/2009***

Customer has been receiving harassing telephone calls through the relay.

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.

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

***Inquire Date 1/26/2009
Record ID 18509
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 1/26/2009
Resolution 1/26/2009***

Customer has been receiving harassing 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.

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

***Inquire Date 1/31/2009
Record ID 18527
Call Taken By Lead CA
CA Number
Responded By LaShonda
Response Date 2/2/2009
Resolution 2/2/2009***

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.

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

***Inquire Date 2/9/2009
Record ID 18574
Call Taken By Lead CA
CA Number
Responded By Ndi
Response Date 2/9/2009
Resolution 2/9/2009***

Customer has been receiving harassing telephone calls through the relay.

Lead CA apologized and 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.

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

***Inquire Date 2/9/2009
Record ID 18567
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 2/9/2009
Resolution 2/9/2009***

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.

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

***Inquire Date 3/9/2009
Record ID 18716
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 3/9/2009
Resolution 3/9/2009***

Customer has been receiving harassing 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.

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

***Inquire Date 4/8/2009
Record ID 18820
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 4/8/2009
Resolution 4/8/2009***

Customer has been receiving harassing 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 and was satisfied.

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

***Inquire Date 4/30/2009
Record ID 18909
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 4/30/2009
Resolution 4/30/2009***

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.

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

***Inquire Date 5/5/2009
Record ID 18943
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 5/5/2009
Resolution 5/5/2009***

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.

***Service Complaints--
Miscellaneous***

***Inquire Date 10/7/2008
Record ID 17956
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 10/7/2008
Resolution 10/7/2008***

Customer stated that someone from the relay had told the party calling her that her telephone was no longer in service.

Customer Service placed test calls to the customer which were successful. Customer stated that they had also dialed their own number from a different location and the call was successful. Customer Service explained that perhaps the person calling them through the relay had given the number incorrectly. Customer understood.

**Service Complaints--
Miscellaneous**

Customer stated that when someone calls her through the relay, they receive that her telephone is no longer in service. Customer switched from AT&T to ATC as her provider.

**Inquire Date 10/8/2008
Record ID 17963
Call Taken By Customer Service
CA Number 5034
Responded By LuShonda
Response Date 10/8/2008
Resolution 10/11/2008**

Customer Service called customer and received a message that stated that her telephone was no longer in service. Customer Service forwarded the information to the technical department. The technical department discovered that the previous provider had not released the customer from their switch. Customer is now able to receive calls and is satisfied.

**Service Complaints--
Miscellaneous**

Customer stated that the CA did not stop the VCO user, as they were rambling.

**Inquire Date 1/29/2009
Record ID 18526
Call Taken By Operations Mgr
CA Number
Responded By Tauna
Response Date 1/29/2009
Resolution 1/29/2009**

Supervisor attempted to obtain information, but customer declined to provide other details.

**Technical Complaints--711
Problems**

Customer stated that 711 does not work through their office PBX.

**Inquire Date 6/26/2008
Record ID 16753
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/30/2008
Resolution 6/30/2008**

Customer Service explained how to set up the 711 translation number and suggested that the office telephone administrator contact the relay. Customer understood.

**Technical Complaints--711
Problems**

Customer stated that 711 does not work from their office.

**Inquire Date 9/3/2008
Record ID 17766
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/3/2008
Resolution 9/3/2008**

Supervisor gave customer the toll free number to access the relay. Supervisor offered to work with their telephone administrator. Customer was satisfied.

Technical Complaints--711 Problems

Customer needed to know how to place a relay call through their cell phone and 7-1-1 does not always work.

Inquire Date 9/14/2008
Record ID 17825
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/14/2008
Resolution 9/14/2008

Supervisor explained how to place a call through the relay and gave the customer the toll free number to use as well. Customer was satisfied.

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

Customer requested Windstream as their long distance provider through the relay.

Inquire Date 6/25/2008
Record ID 16754
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/25/2008
Resolution

Supervisor explained that Windstream was not an available carrier through the relay. Customer Service offered a profile with an alternate provider. Customer refused and hung up. As of 5/31/09, Windstream is still not a participating provider through the relay in Georgia.

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

Customer would like to set up a profile for ATC as their long distance provider.

Inquire Date 9/29/2008
Record ID 17856
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 9/30/2008
Resolution

Supervisor stated that ATC was not a participating provider and that the relay could contact the carrier, but also suggested the customer contact the carrier as well. Customer Service contacted carrier and letter of authorization information was sent. As of 5/31/09, ATC is still not a participating provider through the relay.

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

Customer requested Windstream for their long distance provider through the relay.

Inquire Date 2/21/2009
Record ID 18625
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 2/23/2009
Resolution

Customer Service explained that Windstream is not a participating provider through the relay and offered a profile with an alternate provider. Customer refused. Windstream has been continually contacted for a letter of authorization. As of 5/31/09, Windstream is still not a participating provider through the relay in Georgia.

**Technical Complaints--Line
Disconnected**

Customer stated they were cut off in the middle of the call and wanted to know if the CA disconnected or the person that they had called.

**Inquire Date 6/18/2008
Record ID 16750
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/19/2008
Resolution 6/19/2008**

Customer Service forwarded the information to the technical department. The technical Department discovered the call was disconnected due to a technical issue with the relay. The issue has been resolved. Customer Service has attempted to notify the customer but there has been no answer.

**Technical Complaints--
Miscellaneous**

Customer has been unable to place a call through the relay, but refused to give any information about the call.

**Inquire Date 6/19/2008
Record ID 16752
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/19/2008
Resolution 6/19/2008**

Supervisor explained why call information would be helpful, but customer refused. Supervisor stated that if the issue continued, to contact the relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer stated when placing a call on their conference line the call will not process through the relay, but if they use another relay service the call will process just fine.

**Inquire Date 9/15/2008
Record ID 17857
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/15/2008
Resolution 10/15/2008**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered an issue with the customer's conference line not recognizing the relay's DTMF box. Customer acquired a different conference line and had no further issues.

Captel--Complaints

Customer stated issues with the accuracy of captions for names and cities.

**Inquire Date 6/11/2008
Record ID 77604
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 6/11/2008
Resolution 6/11/2008**

Customer Service apologized and forwarded the information to the Call Center Manager. Customer Service explained that if a CA is uncertain of how to spell a name or city, they are unable to ask the other party for clarification. Customer understood this and acknowledged that they could ask the other party themselves to spell out any proper nouns used during the call.

CapTel--Complaints

Customer stated they are being billed by the incorrect carrier when using CapTel.

Inquire Date 9/29/2008
Record ID 17878
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 9/30/2008
Resolution 9/30/2008

Lead CA forwarded the information to Customer Service. Customer Service returned a call and explained how to set up a profile with CapTel. Customer was satisfied.

CapTel--Complaints

Customer stated that they were unable to dial a regional 800 number.

Inquire Date 12/11/2008
Record ID 97401
Call Taken By CTI
CA Number
Responded By M.Mo.
Response Date 12/11/2008
Resolution 12/15/2008

Customer Service informed technical support of this issue. Technical support was able to make adjustments so that the customer could successfully dial and place a captioned call to a regional 800 number.

CapTel--Complaints

Customer stated that there were delays in captions during their call.

Inquire Date 1/5/2009
Record ID 99767
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 1/5/2009
Resolution 1/5/2009

Customer Service apologized and explained that there is a delay in the captions following the voicing that is heard. Customer understood.

CapTel--Complaints

Customer stated billing issues.

Inquire Date 1/12/2009
Record ID 100427
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 1/12/2009
Resolution 1/12/2009

Customer Service discussed the billing situation with the customer and took the appropriate action.

CapTel--Complaints

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

Inquire Date 1/14/2009
Record ID 100942
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 1/14/2009
Resolution 1/14/2009

Customer Service explained to the customer why the disconnection/reconnection issue might be happening and explained the difference between a CapTel phone and a traditional phone. Customer Service also sent an email to the customer which included tips on how to reduce the occurrence of this issue.

CapTel--Complaints

Inquire Date 1/27/2009
Record ID 102559
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 1/27/2009
Resolution 1/30/2009

Customer stated that they were being billed for local calls and provided Customer Service with specific call information.

Customer Service researched the call information that was provided and sent the customer a letter explaining that the phone calls billed were identified as long distance calls. Customer was encouraged to set up long distance service in their home or to use a calling card in order to avoid charges incurred by a default carrier.

CapTel--Complaints

Inquire Date 3/10/2009
Record ID 108124
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 3/10/2009
Resolution 3/10/2009

Customer stated issues with the accuracy of captions.

Customer Service apologized and forwarded the information to the Call Center Manager. Customer Service suggested that the customer document the date, time and CA number of any future calls so that we may take the appropriate action with the specific CA who captioned the call. Customer understood.

CapTel--Complaints

Inquire Date 3/25/2009
Record ID 110282
Call Taken By CTI
CA Number
Responded By J.S.
Response Date 3/25/2009
Resolution 3/30/2009

Customer stated issues with the accuracy of captions.

Customer Service apologized and thanked the customer for their feedback. Since no call information was provided, Customer Service suggested that the customer document the date, time and CA number of any future calls so that the appropriate action with the specific CA who captioned the call could be taken. Customer expressed that they were satisfied.

CapTel--Complaints

Inquire Date 4/8/2009
Record ID 112108
Call Taken By CTI
CA Number
Responded By J.S.
Response Date 4/8/2009
Resolution 4/10/2009

Customer stated issues with the accuracy of captions and shared specific call data.

Customer Service apologized and forwarded information to the Call Center Manager. CA was counseled and will be monitored for consistency in providing quality captioning.

CapTel--Complaints

Inquire Date 4/15/2009
Record ID 113432
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 4/15/2009
Resolution 4/15/2009

Customer stated billing issues.

Customer Service set a profile to bill to their preferred carrier of choice designation. Customer understood.

CapTel--Complaints

Inquire Date 4/30/2009

Record ID 116285

Call Taken By CTI

CA Number

Responded By J.G.

Response Date 4/30/2009

Resolution 4/30/2009

Customer stated issues with accuracy of captions when retrieving voice mail messages, specifically with phone numbers left by callers.

Customer Service apologized and explained how the errors were possible. Customer Service suggested that the customer document the date, time and CA number of any future calls so that the appropriate action may be taken with the specific CA who captioned the call. Customer understood.