

# ***IP Relay 2009 FCC Complaint Report***

***6/1/09 to 5/31/10***

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***External Complaints--  
Miscellaneous***

Customer stated they recently processed a 911 call through the relay and the CA did not relay all of the conversation.

***Inquire Date 1/17/2010  
Record ID 12804  
Call Taken By Supervisor  
CA Number  
Responded By Candance  
Response Date 1/17/2010  
Resolution 1/17/2010***

Supervisor forwarded information to the technical department. The technical department discovered that no 911 calls had been processed through the relay that during the time the customer indicated. Customer was notified.

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***External Complaints--  
Miscellaneous***

Customer has been unable to verify their address when signing up for a 10 digit number.

***Inquire Date 2/11/2010  
Record ID 12832  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/12/2010  
Resolution 2/12/2010***

Customer Service forwarded the information to the technical department. The technical department discovered an issue with the E911 database verification. Issue was resolved and customer was notified.

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***External Complaints--  
Miscellaneous***

Customer has been unable to verify their address when signing up for a 10 digit number.

***Inquire Date 2/19/2010  
Record ID 12875  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/22/2010  
Resolution 2/22/2010***

Customer Service forwarded the information to the technical department. The technical department discovered an issue with the E911 database verification. Issue was resolved and customer was notified.

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***External Complaints--  
Miscellaneous***

Customer has been receiving an error stating their address was not valid, while attempting to register for a 10 digit number.

***Inquire Date 2/12/2010  
Record ID 12869  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/12/2010  
Resolution 2/12/2010***

Customer Service forwarded the information to the technical department. The technical department discovered an issue with the E911 database verification. Issue was resolved and customer was notified.

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**External Complaints--  
Miscellaneous**

Customer inquired if they would be able to place a call through Hamilton Web Relay to Video Relay Service.

**Inquire Date** 5/12/2010  
**Record ID** 13155  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 5/13/2010  
**Resolution** 5/13/2010

Customer Service explained that Hamilton Web Relay to Video Relay Service was not an allowed call type. Customer understood.

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

Customer stated that CA hung up on them in the middle of their call.

**Inquire Date** 3/11/2010  
**Record ID** 13006  
**Call Taken By** Customer Service  
**CA Number** 4165  
**Responded By** Tina  
**Response Date** 3/15/2010  
**Resolution** 3/30/2010

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the customer's internet connection timed out and disconnected. Customer Service has attempted several times to contact the customer, with no response from the customer.

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

Customer stated that several CAs and Supervisor are stating that they cannot process a 2 Line VCO call through Hamilton Web Relay. Customer updated their profile and had questions about HCO.

**Inquire Date** 1/4/2010  
**Record ID** 12793  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/5/2010  
**Resolution** 1/5/2010

Customer Service apologized and explained that the procedure for 2LVCO through Hamilton Web Relay had not changed. Customer did not have specific CA numbers. Customer Service suggested an update to their profile and explained HCO. Profile was implemented and customer was notified. Refresher training was conducted on 2LVCO calls through Hamilton Web Relay for all staff.

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

Customer stated CA informed them that they could not turn on VCO when the customer requested a 2LVCO call.

**Inquire Date** 1/5/2010  
**Record ID** 12790  
**Call Taken By** Customer Service  
**CA Number** 4177  
**Responded By** Tina  
**Response Date** 1/5/2010  
**Resolution** 1/5/2010

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied. Refresher training was conducted on 2LVCO calls through Hamilton Web Relay for all staff.

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

***Inquire Date 1/6/2010  
Record ID 12796  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/6/2010  
Resolution 1/6/2010***

Customer has been receiving harassing telephone calls 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 1/16/2010  
Record ID 13121  
Call Taken By Lead CA  
CA Number  
Responded By Heidi  
Response Date 1/16/2010  
Resolution 1/16/2010***

Customer has been receiving harassing telephone calls 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 1/16/2010  
Record ID 12805  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/18/2010  
Resolution 1/18/2010***

Customer has been receiving harassing telephone calls 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 1/16/2010  
Record ID 12806  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/18/2010  
Resolution 1/18/2010***

Customer has been receiving harassing telephone calls 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 1/27/2010  
Record ID 12821  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/27/2010  
Resolution 1/27/2010***

Customer has been receiving harassing telephone calls 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 2/7/2010  
Record ID 13062  
Call Taken By Lead CA  
CA Number  
Responded By Meggan  
Response Date 2/7/2010  
Resolution 2/7/2010***

Customer has been receiving harassing telephone calls 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 2/28/2010  
Record ID 13132  
Call Taken By Lead CA  
CA Number  
Responded By Chuck  
Response Date 2/28/2010  
Resolution 2/28/2010***

Customer has been receiving harassing telephone calls 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 3/4/2010  
Record ID 12937  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/4/2010  
Resolution 3/4/2010***

Customer has been receiving harassing telephone calls 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***

Customer has been receiving harassing telephone calls through the relay but is unsure of which relay provider the calls are through.

***Inquire Date 3/15/2010  
Record ID 12946  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/15/2010  
Resolution 3/15/2010***

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert the relay of this issue. It is not known if this call was placed through Hamilton Hamilton Web Relay or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of call, the relay service provider as well as CA number and then report this type of activity to the local authorities. Customer understood.

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

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

***Inquire Date 3/24/2010  
Record ID 13130  
Call Taken By Lead CA  
CA Number  
Responded By Candance  
Response Date 3/24/2010  
Resolution 3/24/2010***

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***

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

***Inquire Date 3/27/2010  
Record ID 13127  
Call Taken By Lead CA  
CA Number  
Responded By Thomas  
Response Date 3/27/2010  
Resolution 3/27/2010***

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***

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

***Inquire Date 3/27/2010  
Record ID 13060  
Call Taken By Lead CA  
CA Number  
Responded By Chuck  
Response Date 3/27/2010  
Resolution 3/27/2010***

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 3/29/2010  
Record ID 13056  
Call Taken By Lead CA  
CA Number  
Responded By Candance  
Response Date 3/29/2010  
Resolution 3/29/2010***

Customer has been receiving harassing telephone calls 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 3/30/2010  
Record ID 12960  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 3/30/2010  
Resolution 3/30/2010***

Customer has been receiving harassing telephone calls 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 4/13/2010  
Record ID 13002  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/13/2010  
Resolution 4/13/2010***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

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

***Inquire Date 4/13/2010  
Record ID 13001  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/13/2010  
Resolution 4/13/2010***

Customer has been receiving harassing telephone calls 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 4/14/2010  
Record ID 13003  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/14/2010  
Resolution 4/14/2010***

Customer has been receiving harassing telephone calls 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 4/16/2010  
Record ID 13004  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/16/2010  
Resolution 4/16/2010***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer the other provider. Customer was satisfied.

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

***Inquire Date 4/19/2010  
Record ID 13101  
Call Taken By Customer Service  
CA Number  
Responded By Diane  
Response Date 4/19/2010  
Resolution 4/19/2010***

Officer stated that they were investigating fraudulent calls placed through the relay.

Assistant Operations Manager explained what call information would be needed in a subpoena. Officer understood and no subpoena was received.

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

***Inquire Date 4/23/2010  
Record ID 13047  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/23/2010  
Resolution 4/23/2010***

Customer has been receiving harassing telephone calls 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 4/28/2010  
Record ID 13133  
Call Taken By Lead CA  
CA Number  
Responded By Chuck  
Response Date 4/28/2010  
Resolution 4/28/2010***

Customer has been receiving harassing telephone calls 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 5/12/2010  
Record ID 13142  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 5/12/2010  
Resolution 5/12/2010***

Customer has been receiving harassing telephone calls 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.

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

***Inquire Date 5/13/2010  
Record ID 13107  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/13/2010  
Resolution 5/13/2010***

Customer has been receiving harassing telephone calls 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 5/18/2010  
Record ID 13109  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 5/19/2010  
Resolution 5/19/2010***

Customer has been receiving harassing telephone calls 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 5/20/2010***

***Record ID 13119***

***Call Taken By Lead CA***

***CA Number***

***Responded By Rosie***

***Response Date 5/20/2010***

***Resolution 5/20/2010***

Customer has been receiving harassing telephone calls 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 5/26/2010***

***Record ID 13111***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 5/26/2010***

***Resolution 5/26/2010***

Customer has been receiving harassing telephone calls 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 1/21/2010***

***Record ID 12813***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 1/21/2010***

***Resolution 1/21/2010***

Customer requested to cancel their registration for Hamilton Web Relay.

Customer Service forwarded the information to the technical department. The technical department returned the 10 digit number assigned to the customer. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 1/22/2010***

***Record ID 12811***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 1/22/2010***

***Resolution 1/22/2010***

Customer stated that they continue to receive missed call notifications, but stated they had not revealed their 10 digit number to anyone.

Customer Service explained how the 10 digit number could be misdialed. Customer understood.

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**Service Complaints--  
Miscellaneous**

Customer requested to cancel their registration for Hamilton Web Relay.

**Inquire Date 3/6/2010  
Record ID 12943  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/8/2010  
Resolution 3/12/2010**

Customer Service forwarded the information to the technical department. The technical department returned the 10 digit number assigned to the customer. Customer was satisfied.

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**Service Complaints--  
Miscellaneous**

Customer has been unable to place a call through Hamilton Web Relay.

**Inquire Date 3/11/2010  
Record ID 12945  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/11/2010  
Resolution 4/9/2010**

Customer Service forwarded information to the technical department. The technical department discovered an issue with their registration. Account was activated and customer was satisfied.

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**Service Complaints--  
Miscellaneous**

Customer requested to cancel their registration for Hamilton Web Relay.

**Inquire Date 3/18/2010  
Record ID 12954  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/22/2010  
Resolution 3/22/2010**

Customer Service forwarded the information to the technical department. The technical department returned the 10 digit number assigned to the customer. Customer was satisfied.

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**Service Complaints--  
Miscellaneous**

Customer requested to cancel their registration for Hamilton Web Relay.

**Inquire Date 3/30/2010  
Record ID 13019  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/30/2010  
Resolution 3/30/2010**

Customer Service forwarded the information to the technical department. The technical department returned the 10 digit number assigned to the customer. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer requested to cancel their registration for Hamilton Web Relay.

***Inquire Date 3/30/2010  
Record ID 12961  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/30/2010  
Resolution 3/30/2010***

Customer Service forwarded the information to the technical department. The technical department returned the 10 digit number assigned to the customer. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

Customer inquired when they would be receiving their new 10 digit number for Hamilton Web Relay.

***Inquire Date 4/3/2010  
Record ID 12997  
Call Taken By Lead CA  
CA Number  
Responded By Candace  
Response Date 4/16/2010  
Resolution 4/20/2010***

Lead CA forwarded the information to the technical department. The technical department discovered that the customer had not sent verification of their address. Customer Service contacted the customer and explained what information was required to verify their address. There has been no further contact from customer.

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***Service Complaints--  
Miscellaneous***

Customer stated that they were unable to reset their password on an account that has not been verified.

***Inquire Date 4/6/2010  
Record ID 12998  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/6/2010  
Resolution 4/6/2010***

Customer Service forwarded information to the technical department. The technical department discovered that the customer had not sent verification of their account. Customer Service contacted the customer and explained what information was required to verify their account and activate their 10 digit number. Customer sent information and account was activated.

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***Technical Complaints--  
Miscellaneous***

Customer stated they were having issues registering for Hamilton Web Relay.

***Inquire Date 1/3/2010  
Record ID 12787  
Call Taken By Supervisor  
CA Number  
Responded By Candance  
Response Date 1/3/2010  
Resolution 1/3/2010***

Supervisor explained the registration process and stated that if they had further issues to contact the relay. There has been no further response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer stated that when they place a call using their 10 digit number, they are connected to a Spanish CA.

**Inquire Date 1/4/2010  
Record ID 12789  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 1/6/2010  
Resolution 1/6/2010**

Assistant Operations Manager forwarded information to the technical department. The technical department discovered that there was a technical issue, which was resolved. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated that they are unable to process a call using Hamilton Web Relay.

**Inquire Date 1/5/2010  
Record ID 12794  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/5/2010  
Resolution 1/5/2010**

Customer Service forwarded the information to the technical department. The technical department discovered an issue with the relay recognizing the customer's screen name. The technical department reset the screen name and customer placed test calls, which were successful. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated they were unable to place a call using their Hamilton Web Relay number.

**Inquire Date 1/7/2010  
Record ID 12798  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/8/2010  
Resolution 1/20/2010**

Customer Service requested information to forward to the technical department. Customer refused and hung up.

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**Technical Complaints--  
Miscellaneous**

Customer stated they were unable to place a call from the website or logging into their AIM account.

**Inquire Date 1/14/2010  
Record ID 12990  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/14/2010  
Resolution 1/14/2010**

Customer Service requested information to forward to the technical department. Customer refused and hung up.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to log into their new Hamilton Web Relay account. Customer stated they are also unable to type to the CA.

**Inquire Date 1/15/2010  
Record ID 12802  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/15/2010  
Resolution 1/15/2010**

Customer Service requested information to forward to the technical department. Customer refused and hung up.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to log into their new Hamilton Web Relay account.

**Inquire Date 1/15/2010  
Record ID 12801  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/15/2010  
Resolution 1/15/2010**

Customer Service verified the username. Customer was able to reset their password and log into their account.

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**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to log into their Hamilton Web Relay account as they are unable to get the login screen to appear on their computer.

**Inquire Date 1/20/2010  
Record ID 12809  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/1/2010  
Resolution 2/10/2010**

Customer Service explained how to log into their Hamilton Web Relay account. Customer Service discovered that the customer required an update to their Flash Player and set their pop up blocker to allow for Hamilton Relay. There has been no further response from the customer in regards to this issue.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call through Hamilton Web Relay.

**Inquire Date 1/21/2010  
Record ID 12812  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/21/2010  
Resolution 1/21/2010**

Customer Service verified the username. Customer was able to reset their password and log into their account.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to log into their Hamilton Web Relay account.

Customer Service explained that address verification was needed in order to activate the customer's account. Customer understood.

**Inquire Date 1/21/2010  
Record ID 12816  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/22/2010  
Resolution 1/22/2010**

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to log into their new Hamilton Web Relay account.

Customer Service discovered the incorrect username was being used and contacted the customer to explain. Customer was able to login and was satisfied.

**Inquire Date 1/28/2010  
Record ID 12831  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/29/2010  
Resolution 2/2/2010**

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to email verify from a wireless device.

Customer Service explained that the customer would need to complete their registration from a PC. Customer understood.

**Inquire Date 2/1/2010  
Record ID 12830  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/2/2010  
Resolution 2/2/2010**

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**Technical Complaints--  
Miscellaneous**

Customer stated they were in Mexico and were unable to log into their Hamilton Web Relay account and place a call.

Customer Service explained that Hamilton Web Relay was for domestic use only. Customer understood.

**Inquire Date 2/3/2010  
Record ID 12993  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/4/2010  
Resolution 2/4/2010**

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12837  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12849  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12843  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12847  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12846  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12845  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12844  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12848  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12842  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12841  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12840  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12838  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12850  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12836  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12835  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12861  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12839  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12862  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to log into their Hamilton account.

**Inquire Date 2/10/2010  
Record ID 12994  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/11/2010  
Resolution 2/11/2010**

Customer Service attempted to verify the customer's registration information. Customer disconnected before providing information.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12859  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12851  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12866  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12865  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12864  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12863  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12860  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12855  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12852  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12853  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12854  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12856  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12857  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer registered for a 10 digit number but the address they typed would not verify with the relay.

**Inquire Date 2/10/2010  
Record ID 12858  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/10/2010  
Resolution 2/17/2010**

Customer Service discovered that the customer did not register with a verifiable physical address. An email was sent to the customer but there has been no response from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer stated that they have been unable to register for a 10 digit number from their Blackberry device.

**Inquire Date 2/11/2010  
Record ID 12871  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/11/2010  
Resolution 2/12/2010**

Customer Service apologized and explained why the registration would not work through a Blackberry. Customer Service offered to manually register the customer, but customer refused.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to receive call notifications through their GTalk screen name.

**Inquire Date 2/18/2010  
Record ID 12995  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/11/2010  
Resolution 3/11/2000**

Customer Service forwarded information to the technical department. The technical department discovered a cache issue. Issue was resolved and test calls were placed, which were successful. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to register for a 10 digit number from their Blackberry device.

**Inquire Date 2/25/2010  
Record ID 12996  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/26/2010  
Resolution 2/26/2010**

Customer Service explained that the registration process for 10 digit numbering was not available on Blackberry devices. Customer was upset and disconnected.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 3/9/2010  
Record ID 13057  
Call Taken By Lead CA  
CA Number  
Responded By Candace  
Response Date 3/9/2010  
Resolution 3/9/2010**

Customer inquired if Web Relay was working properly, as they had received an error message. Lead CA placed a test call and explained that Web Relay was working properly. Lead CA further suggested that if the customer received the error message again, to please copy the language for the technical department to investigate. Customer understood.

---

**Technical Complaints--  
Miscellaneous**

**Inquire Date 3/12/2010  
Record ID 13007  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/12/2010  
Resolution**

Customer stated that they continually are disconnected in the middle of a Hamilton Web Relay call. Customer Service apologized and forwarded information to the technical department. The technical department has continued to monitor the issue, but has been unable to discover any disconnect problems.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 3/15/2010  
Record ID 12947  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/15/2010  
Resolution 3/20/2010**

Customer has been unable to receive a call through Hamilton Web Relay. Customer service requested necessary information from customer to have technicians look into this issue. Customer sent information and is now able to place calls through relay. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 3/22/2010  
Record ID 13015  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/23/2010  
Resolution 3/23/2010**

Customer has been unable to log into their new Hamilton Web Relay account. Customer Service explained to the customer how to activate their account and where to locate the activation email. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 3/24/2010  
**Record ID** 13016  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/24/2010  
**Resolution** 3/24/2010

Customer has been unable to log into their account and place a call.

Customer Service verified that the customer was using the correct username and explained how to update their password. Customer was able to place a call and was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 3/26/2010  
**Record ID** 12956  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Lonita  
**Response Date** 4/8/2010  
**Resolution** 4/8/2010

Customer has been unable to set up call notifications through their screen name properly.

Lead CA forwarded information to the technical department. The technical department assisted the customer to set call notifications. Customer placed test calls, which were successful. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 3/29/2010  
**Record ID** 12957  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/29/2010  
**Resolution** 4/8/2010

Customer has been unable to set up call notifications through their screen name properly.

Customer Service forwarded information to the technical department. The technical department assisted the customer to set call notifications. Customer placed test calls, which were successful. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 4/1/2010  
**Record ID** 13143  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/3/2010  
**Resolution** 4/3/2010

Customer received an error while clicking on the accept email link and was unable to process a call.

Customer Service explained how to login correctly to their account to place a call. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to log into their Hamilton Web Relay account to place a call. Customer provided their account information and stated it was not working properly.

**Inquire Date 4/11/2010  
Record ID 13000  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/12/2010  
Resolution 4/12/2010**

Customer Service verified the account information and discovered that the customer was using the incorrect username. Customer placed test calls, which were successful. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to log into their new Hamilton Web Relay account.

**Inquire Date 4/20/2010  
Record ID 13023  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/20/2010  
Resolution 4/20/2010**

Customer Service verified that the correct username was being used and sent the email to reset the password. Customer reset password and was able to log into their account.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to log into their Hamilton Web Relay account to place a call.

**Inquire Date 4/27/2010  
Record ID 13049  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/27/2010  
Resolution 4/27/2010**

Customer Service was verifying log in information when customer disconnected. There has been no return call from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer stated they were unable to log into their Hamilton Web Relay account to place a call.

**Inquire Date 4/27/2010  
Record ID 13050  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/27/2010  
Resolution 4/27/2010**

Customer Service verified account information and discovered customer was not registered for a 10 digit number. Customer Service explained how to register for a Hamilton Web Relay account. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to complete the registration process as they are unable to log into the account to verify and activate their Hamilton Web Relay account.

**Inquire Date 4/28/2010  
Record ID 13051  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/28/2010  
Resolution 4/28/2010**

Customer Service requested their email address and the activation link was forwarded to the customer. Customer was able to receive the link and activate the account. 10 digit number was assigned to the customer. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call using their Hamilton Web Relay account.

**Inquire Date 5/4/2010  
Record ID 13150  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/5/2010  
Resolution 5/5/2010**

Customer Service forwarded information to the technical department. The technical department discovered an issue with the server, which was resolved. Customer was notified and able to place calls.

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**Technical Complaints--  
Miscellaneous**

Customer emailed the relay and stated that they have been unable to place a call using their new Hamilton Web Relay account.

**Inquire Date 5/11/2010  
Record ID 13105  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/12/2010  
Resolution 5/12/2010**

Customer Service contacted customer to request call information. Customer stated they had since been able to place and receive a call.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to have the website remember their information when making a change to their profile.

**Inquire Date 5/12/2010  
Record ID 13106  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/13/2010  
Resolution 5/13/2010**

Customer Service forwarded the information to the technical department. The technical department discovered an issue with the website, which was resolved. Customer Service explained how to reset their bookmark. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 5/12/2010  
Record ID 13156  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/13/2010  
Resolution 5/13/2010**

Customer has been unable to save their online profile.

Customer Service explained how to refresh their page and save the information. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

**Inquire Date 5/17/2010  
Record ID 13157  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/18/2010  
Resolution 5/18/2010**

Customer emailed and stated they are unable to place a call through the relay.

Customer Service attempted to obtain information, but there has been no further response from the customer.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 5/18/2010  
Record ID 13112  
Call Taken By Lead CA  
CA Number  
Responded By Rosie  
Response Date 5/19/2010  
Resolution**

Customer has been unable to process a call through the relay. Customer stated that when he presses the dial button, there is a delay and then they receive the "Thank you bye" message.

Lead CA forwarded information to the technical department. Customer Service has attempted to contact the customer for further information, but there has been no answer.