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LOUISIANA RELAY ADMINISTRATION BOARD

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June 21, 2010

Received & Inspected
JUN 28 2010
FCC Mail Room

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

RE: TRS Consumer Complaint Log Summaries - June 1, 2009 through May 31, 2010
CG DOCKET NO. 03-123
DA NO. 09-1318

Dear Ms. Dortch:

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provision of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

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

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

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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact me at 225-219-2996 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Naomi DeDual, Secretary
Louisiana Relay Administration Board

Louisiana Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

External Complaints--Miscellaneous

Customer inquired about their telephone bill for calls that were not placed through the relay.

Inquire Date 9/2/2009
Record ID 12858
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 9/2/2009
Resolution Date 9/2/2009

Customer Service referred customer to their local telephone provider. Customer understood.

External Complaints--Miscellaneous

Customer stated she had not received her telephone bill.

Inquire Date 9/10/2009
Record ID 12880
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 9/10/2009
Resolution Date 9/10/2009

Customer Service referred customer to their local telephone company. Customer understood.

External Complaints--Miscellaneous

Customer stated her telephone line was out.

Inquire Date 9/10/2009
Record ID 12872
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 9/10/2009
Resolution Date 9/10/2009

Customer Service directed customer to their local telephone company. Customer understood.

External Complaints--Miscellaneous

Customer stated his telephone line was out.

Inquire Date 9/10/2009
Record ID 12871
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 9/10/2009
Resolution Date 9/10/2009

Customer Service referred customer to their local telephone company. Customer understood.

External Complaints--Miscellaneous

Customer requested their telephone service be disconnected.

Inquire Date 9/11/2009

Record ID 12901

Call Taken By Customer Service

CA Number

Responded By Deborah

Response Date 9/11/2009

Resolution Date 9/11/2009

Customer Service referred customer to their local telephone company. Customer understood.

External Complaints--Miscellaneous

Customer stated there are loud tones in her hearing aids when she is on the telephone.

Inquire Date 9/24/2009

Record ID 12927

Call Taken By Customer Service

CA Number

Responded By Deborah

Response Date 9/24/2009

Resolution Date 9/24/2009

Customer Service suggested turning the volume down on her telephone and directed her to her audiologist. Customer was appreciative.

External Complaints--Miscellaneous

Customer stated unable to place a collect call from a correctional facility.

Inquire Date 5/18/2010

Record ID 13530

Call Taken By Lead CA

CA Number

Responded By Tramaine

Response Date 5/18/2010

Resolution 5/18/2010

Lead CA explained there may be a block on collect calls from the facility and offered to speak with the telephone administrator. Customer understood, but there has been no further response from the facility.

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

Customer stated CA did not voice verbatim and relayed the call incorrectly.

Inquire Date 10/7/2009

Record ID 12973

Call Taken By Supervisor

CA Number 1389

Responded By Karen

Response Date 10/7/2009

Resolution Date 10/7/2009

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

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

Customer stated CA interrupted her and did not type correctly.

Inquire Date 4/13/2010

Record ID 13433

Call Taken By Supervisor

CA Number 1339

Responded By Vanessa

Response Date 4/13/2010

Resolution Date 4/13/2010

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

Service Complaints--CA Did not Keep User Informed

Customer stated CA did not keep her informed and did not follow procedures.

***Inquire Date 6/23/2009
Record ID 12637
Call Taken By Supervisor
CA Number 5027
Responded By Latrice
Response Date 6/23/2009
Resolution Date 6/23/2009***

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

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA did not keep the user informed and there was no communication for six minutes.

***Inquire Date 11/16/2009
Record ID 13092
Call Taken By Customer Service
CA Number 1281
Responded By Diane
Response Date 11/16/2009
Resolution Date 11/16/2009***

Customer Service forwarded the information to the technical department. The technical department discovered that the CA did not keep the user informed. The CA was counseled and will be monitored frequently.

Service Complaints--CA Did not Keep User Informed

Customer stated she requested a live person, but the CA did not type out the recording to prompt her for the next option.

***Inquire Date 2/10/2010
Record ID 13356
Call Taken By Lead CA
CA Number 1389
Responded By Deborah
Response Date 2/19/2010
Resolution Date 2/19/2010***

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

Service Complaints--CA Hung Up on Caller

Customer stated CAs are hanging up on her mother who is a VCO user and not allowing enough time for her to respond.

***Inquire Date 7/1/2009
Record ID 12647
Call Taken By Supervisor
CA Number 1311
Responded By Gregory
Response Date 7/1/2009
Resolution Date 7/1/2009***

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the VCO user disconnected the call. A profile was offered and implemented.

Service Complaints--CA Hung Up on Caller

Customer stated CA hung up after she asked them to place several calls.

Inquire Date 7/4/2009
Record ID 12646
Call Taken By Supervisor
CA Number 1307
Responded By Karen
Response Date 7/4/2009
Resolution Date 7/4/2009

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

Service Complaints--CA Hung Up on Caller

Customer stated CA hung up before the conversation was finished.

Inquire Date 2/2/2010
Record ID 13342
Call Taken By Supervisor
CA Number 1139
Responded By Deborah
Response Date 2/2/2010
Resolution Date 2/2/2010

Customer hung up before any information could be obtained.

Service Complaints--CA Hung Up on Caller

Customer stated CA asked her to repeat the number twice, yawned loudly and voiced "disconnecting call."

Inquire Date 3/22/2010
Record ID 13415
Call Taken By Lead CA
CA Number 1291
Responded By Shawwna
Response Date 3/22/2010
Resolution Date 3/22/2010

Lead CA apologized and stated CA would be counseled. CA was later terminated for not following procedures.

Service Complaints--CA Hung Up on Caller

Customer stated CA 1386 sent CTRL V and no telephone number. Customer stated she asked the CA for the number but there was no response. Customer requested a Supervisor and CA disconnected the call.

Inquire Date 3/23/2010
Record ID 13395
Call Taken By Lead CA
CA Number
Responded By Martina
Response Date 3/25/2010
Resolution Date 3/23/2010

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was notified. Information was forwarded to the technical department. The technical department discovered that the originating party disconnected the call.

Service Complaints--CA Hung Up on Caller

***Inquire Date 4/13/2010
Record ID 13438
Call Taken By Lead CA
CA Number 1339
Responded By Tramaine
Response Date 4/13/2010
Resolution Date 4/13/2010***

Customer stated the CA dialed the number and reached a representative. The CA then typed to the orig "are you there?" The CA hung up before the customer could respond.

Lead CA apologized and forwarded information to the technical department. The technical department discovered the customer disconnected the call 3 minutes and 31 seconds after the CA informed them that they were collecting information. Customer was notified.

Service Complaints--CA Hung Up on Caller

***Inquire Date 5/10/2010
Record ID 13506
Call Taken By Lead CA
CA Number 1300
Responded By Shawwna
Response Date 5/10/2010
Resolution 5/10/2010***

Customer stated CA hung up.

Lead CA attempted to gather further information, but the customer hung up. Information was forwarded to the technical department. The technical department discovered that the CA did not hang up. Customer Service has attempted to notify the customer.

Service Complaints--CA Hung Up on Caller

***Inquire Date 5/12/2010
Record ID 13520
Call Taken By Lead CA
CA Number
Responded By Cherylynn
Response Date 5/12/2010
Resolution 5/21/2010***

Customer stated CA hung up on them.

Supervisor apologized and forwarded information to the technical department. The technical department discovered the CA disconnected the call according to procedure due to no response from the customer.

Service Complaints--CA Misdialed Number

***Inquire Date 6/6/2009
Record ID 12569
Call Taken By Supervisor
CA Number 5048
Responded By Cherylen
Response Date 6/6/2009
Resolution Date 6/6/2009***

Customer stated she gave the CA the number twice and it was misdialed each time.

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

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

Customer stated CA asked her to repeat the number several times and dialed the wrong number.

*Inquire Date 6/16/2009
Record ID 12588
Call Taken By Lead CA
CA Number 1109
Responded By Tramaine
Response Date 6/16/2009
Resolution Date 6/16/2009*

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

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

Customer stated the CA misdialed the number and informed her that the telephone line had been disconnected. Customer felt the CA was not focused.

*Inquire Date 7/2/2009
Record ID 12641
Call Taken By Customer Service
CA Number 5384
Responded By Deborah
Response Date 7/2/2009
Resolution Date 7/2/2009*

Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was notified. Information was forwarded to the technical department. The technical department discovered that the originating party disconnected.

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

Customer stated CA misdialed the telephone number.

*Inquire Date 9/7/2009
Record ID 12881
Call Taken By Customer Service
CA Number 1168
Responded By Deborah
Response Date 9/7/2009
Resolution Date 9/7/2009*

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

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

Customer stated CA had difficulty hearing her and instead of calling for a Supervisor, the CA dialed the wrong number.

*Inquire Date 10/1/2009
Record ID 12952
Call Taken By Supervisor
CA Number 1250
Responded By Gregory
Response Date 10/1/2009
Resolution Date 10/1/2009*

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

***Service Complaints—CA Misdialed
Number***

Customer stated CA dialed the wrong number and did not respond after being asked to call for a Supervisor.

*Inquire Date 10/5/2009
Record ID 12971
Call Taken By Lead CA
CA Number 1281
Responded By Shawwna
Response Date 10/5/2009
Resolution Date 10/5/2009*

Lead CA apologized and stated CA would be counseled. CA was counseled and customer was notified. Information was forwarded to the technical department. The technical department discovered that the Supervisor was called to the workstation and proper disconnect procedure was followed due to no response.

***Service Complaints—CA Misdialed
Number***

Customer stated CA asked her to repeat the number without yelling. CA then dialed the wrong number.

*Inquire Date 3/12/2010
Record ID 13390
Call Taken By Lead CA
CA Number 1386 FT
Responded By Shawwna
Response Date 3/12/2010
Resolution Date 3/12/2010*

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

***Service Complaints—CA Misdialed
Number***

Customer stated CA dialed an incorrect local number.

*Inquire Date 4/6/2010
Record ID 13412
Call Taken By Customer Service
CA Number 1159
Responded By 4/6/10
Response Date 4/6/2010
Resolution Date 4/6/2010*

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

***Service Complaints—CA Misdialed
Number***

Customer stated CA dialed an incorrect local number.

*Inquire Date 4/15/2010
Record ID 13444
Call Taken By Customer Service
CA Number 5010
Responded By Deborah
Response Date 4/15/2010
Resolution Date 4/15/2010*

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

Service Complaints--CA Misdialed Number

***Inquire Date 5/10/2010
Record ID 13503
Call Taken By Supervisor
CA Number 5423
Responded By Tauna
Response Date 5/10/2010
Resolution 5/10/2010***

Customer stated CA dialed the wrong number.

Supervisor apologized and stated CA would be counseled. Supervisor requested a copy of the bill when it is received for possible reimbursement. CA was counseled and customer was notified. No billing information was received.

Service Complaints--CA Typing Speed

***Inquire Date 9/17/2009
Record ID 12914
Call Taken By Lead CA
CA Number 1337
Responded By Tramaine
Response Date 9/17/2009
Resolution Date 9/17/2009***

Customer stated CA typed slower than normal and asked her to repeat several times.

Lead CA apologized and explained that the CA was still in training. Customer understood and stated she did not want to file a complaint. CA's last typing score was 63 WPM with 95% accuracy.

Service Complaints--Didn't Follow Policy/Procedure

***Inquire Date 6/22/2009
Record ID 12610
Call Taken By Customer Service
CA Number 1180
Responded By Deborah
Response Date 6/22/2009
Resolution Date 6/22/2009***

Customer stated her profile shows NE; however, the CA explained the relay to the voice user.

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

Service Complaints--Didn't Follow Policy/Procedure

***Inquire Date 7/10/2009
Record ID 12669
Call Taken By Lead CA
CA Number 1300
Responded By Tramaine
Response Date 7/10/2009
Resolution Date 7/10/2009***

Customer stated CA was not honest with him and did not follow procedure.

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

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

Customer stated the CA refused to dial the number even after the customer repeated the number several times.

*Inquire Date 7/27/2009
Record ID 12710
Call Taken By Supervisor
CA Number 1180
Responded By Lateacha
Response Date 7/27/2009
Resolution Date 7/27/2009*

Supervisor apologized and forwarded information to the technical department. The technical department discovered that the calls were dialed out. CA was counseled and customer was notified.

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

Customer stated CA gave her the "GA," but the CA started typing "Holding" so the customer was unable to type.

*Inquire Date 10/8/2009
Record ID 12967
Call Taken By Customer Service
CA Number 1185
Responded By Deborah
Response Date 10/8/2009
Resolution Date 10/8/2009*

Customer Service forwarded the call information to the technical department. The technical department discovered that the call did not occur through LA relay. Customer was notified.

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

Customer stated CA took two minutes to respond.

*Inquire Date 11/6/2009
Record ID 13071
Call Taken By Supervisor
CA Number 1281
Responded By Erica
Response Date 11/6/2009
Resolution Date 11/6/2009*

Supervisor apologized and forwarded information to the technical department. The technical department discovered that the CA changed connect mode several times. CA was counseled on proper connect mode procedures. CA was counseled and customer was notified.

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

Customer stated CA did not observe her profile "do not type recordings."

*Inquire Date 11/11/2009
Record ID 13082
Call Taken By Supervisor
CA Number 1389
Responded By Karen
Response Date 11/11/2009
Resolution Date 11/11/2009*

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

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

Customer stated Speech to Speech CAs are not repeating the number to dial when placing a call.

***Inquire Date 12/4/2009
Record ID 13151
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 12/4/2009
Resolution Date 12/4/2009***

Customer Service apologized and stated Speech to Speech CAs will be counseled. CAs were counseled and customer was notified.

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

Customer stated CA stopped typing in the middle of the conversation and never responded.

***Inquire Date 12/27/2009
Record ID 13215
Call Taken By Lead CA
CA Number 1326
Responded By Shawwna
Response Date 12/27/2009
Resolution Date 12/27/2009***

Lead CA apologized and forwarded information to the technical department. The technical department discovered that there was a workstation issue. Issue has been resolved. CA was counseled and customer was notified.

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

Customer stated CA did not follow procedure.

***Inquire Date 1/4/2010
Record ID 13231
Call Taken By Supervisor
CA Number 1157
Responded By Lateacha
Response Date 1/4/2010
Resolution Date 1/4/2010***

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

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

Customer stated CAs are not observing her profile "do not type recordings."

***Inquire Date 1/5/2010
Record ID 13244
Call Taken By Lead CA
CA Number
Responded By Tramaine
Response Date 1/5/2010
Resolution Date 1/5/2010***

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

Service Complaints--Didn't Follow Policy/Procedure

Customer stated CA did not follow procedure.

***Inquire Date 2/8/2010
Record ID 13332
Call Taken By Operations Mgr
CA Number 1185
Responded By Barb
Response Date 3/8/2010
Resolution Date 3/8/2010***

Relay Manager apologized and stated CA would be counseled. CA was counseled and customer was notified.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated that the CA is refusing to place their call and did not dial the number.

***Inquire Date 2/9/2010
Record ID 13322
Call Taken By Operations Mgr
CA Number 1185
Responded By Diane
Response Date 2/9/2010
Resolution Date 2/9/2010***

Assistant Operations Manager apologized and stated this information would be sent to the technical department for further investigation. The technical department discovered that the call was dialed out. Customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated they are continuing to have the same issues with the CAs not dialing forward after he gives the number. Customer is frustrated with this issue as it has been going on for sometime.

***Inquire Date 2/11/2010
Record ID 13321
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/11/2010
Resolution Date 2/11/2010***

Assistant Operations Manager apologized to the customer and requested CA information on the call. Customer did not provide requested information. Assistant Operations Manager stated CAs would be counseled and customer was notified.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated CA ignored their question and did not respond.

***Inquire Date 4/5/2010
Record ID 13410
Call Taken By Customer Service
CA Number 5200
Responded By Toni
Response Date 4/5/2010
Resolution Date 4/5/2010***

Customer Service apologized and explained that the CA is only allowed to answer an approved list of questions. Customer Service stated CA would be counseled. CA was counseled and customer was notified.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated he requested NE and the CA did not respond in an appropriate amount of time.

*Inquire Date 4/12/2010
Record ID 13427
Call Taken By Lead CA
CA Number 1300
Responded By Martina
Response Date 4/12/2010
Resolution Date 4/12/2010*

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

Service Complaints--Didn't Follow Policy/Procedure

Customer stated CA would not dial out for them.

*Inquire Date 4/14/2010
Record ID 13445
Call Taken By Customer Service Mgr
CA Number 1300
Responded By Diane
Response Date 4/14/2010
Resolution Date 4/14/2010*

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the call was dialed out. CA was counseled and customer was notified.

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

Customer has been receiving fraudulent telephone calls through the relay.

*Inquire Date 6/12/2009
Record ID 12581
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 6/12/2009
Resolution Date 6/12/2009*

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**

Customer has been receiving fraudulent telephone calls.

*Inquire Date 7/7/2009
Record ID 12660
Call Taken By Supervisor
CA Number
Responded By Deborah
Response Date 7/7/2009
Resolution Date 7/7/2009*

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***

Customer has been receiving fraudulent telephone calls.

***Inquire Date 8/18/2009
Record ID 12790
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 8/18/2009
Resolution Date 8/18/2009***

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***

Customer has been receiving fraudulent telephone calls.

***Inquire Date 8/31/2009
Record ID 12842
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 8/31/2009
Resolution Date 8/31/2009***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Services 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 telephone calls.

***Inquire Date 9/8/2009
Record ID 12879
Call Taken By Deborah
CA Number
Responded By Deborah
Response Date 9/8/2009
Resolution Date 9/8/2009***

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***

Customer has been receiving fraudulent telephone calls.

***Inquire Date 11/6/2009
Record ID 13072
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 11/6/2009
Resolution Date 11/6/2009***

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***

Customer has been receiving harassing telephone calls.

*Inquire Date 12/3/2009
Record ID 13155
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 12/3/2009
Resolution Date 12/3/2009*

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***

Customer has been receiving harassing telephone calls through the relay.

*Inquire Date 1/27/2010
Record ID 13297
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 1/27/2010
Resolution Date 1/27/2010*

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***

Customer has been receiving fraudulent telephone calls.

*Inquire Date 4/12/2010
Record ID 13439
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 4/12/2010
Resolution Date 4/12/2010*

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

Customer stated CA did not process his call and is dissatisfied with the relay service.

*Inquire Date 6/15/2009
Record ID 12603
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/15/2009
Resolution Date 6/15/2009*

Customer Service apologized and informed customer that without specific call information, the technical department would not be able to investigate this issue. Customer Service attempted to gather information to forward to management. Customer hung up.

Service Complaints--Miscellaneous

Customer stated CA was not focused when the customer gave the number to dial.

Inquire Date 6/18/2009

Record ID 12636

Call Taken By Lead CA

CA Number 5398

Responded By Anne

Response Date 6/18/2009

Resolution Date 6/18/2009

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

Service Complaints--Miscellaneous

Customer stated CA dialed the number but there was no response from the terminating side. Customer stated he had the same issue with this CA previously.

Inquire Date 6/29/2009

Record ID 12628

Call Taken By Supervisor

CA Number 1175

Responded By Gregory

Response Date 6/29/2009

Resolution Date 6/29/2009

Supervisor apologized and made several attempts to process the call; however, no response was received from the terminating party.

Service Complaints--Miscellaneous

Customer stated the CA asked her to repeat the telephone number. Customer felt that the CA was not listening to her.

Inquire Date 7/5/2009

Record ID 12645

Call Taken By Supervisor

CA Number 1180

Responded By Karen

Response Date 7/5/2009

Resolution Date 7/5/2009

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

Service Complaints--Miscellaneous

Customer stated CAs are not connecting her call to VCO.

Inquire Date 7/14/2009

Record ID 12714

Call Taken By Supervisor

CA Number

Responded By Deborah

Response Date 7/14/2009

Resolution Date 7/14/2009

Customer Service apologized and offered to update her profile. Profile was updated and customer was notified. Customer was satisfied.

Service Complaints--Miscellaneous

Customer stated CA's attitude was poor.

***Inquire Date 9/26/2009
Record ID 12942
Call Taken By Lead CA
CA Number 1184
Responded By Tramaine
Response Date 9/26/2009
Resolution Date 9/26/2009***

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

Service Complaints--Miscellaneous

Customer stated a greeting was received from the CA but no other information. Customer stated this happened three times during a half hour.

***Inquire Date 10/14/2009
Record ID 12989
Call Taken By Lead CA
CA Number 1117
Responded By Martina
Response Date 10/14/2009
Resolution Date 10/14/2009***

Lead CA apologized and forwarded information to the technical department. The technical department discovered that the originating line disconnected. Customer was notified.

Service Complaints--Miscellaneous

Customer stated Speech to Speech CAs cannot understand him.

***Inquire Date 11/30/2009
Record ID 13145
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 11/30/2009
Resolution Date 11/30/2009***

Customer Service apologized and stated the CAs would be counseled. CAs have been counseled and customer was notified.

Service Complaints--Miscellaneous

Customer stated unable to place a call through the relay.

***Inquire Date 12/15/2009
Record ID 13190
Call Taken By Supervisor
CA Number
Responded By Gregory
Response Date 12/15/2009
Resolution Date 12/15/2009***

Supervisor placed a test call to the numbers customer provided and discovered the telephone numbers were disconnected. Customer was notified.

Service Complaints—Miscellaneous

Customer stated that when calling the relay with a cell phone, their connection is incorrect.

Inquire Date 1/23/2010

Record ID 13287

Call Taken By Lead CA

CA Number

Responded By Deborah

Response Date 1/23/2010

Resolution Date 1/23/2010

Customer Service forwarded information to the technical department. The technical department updated the customer's profile for a correct connection. Customer was notified.

Service Complaints—Miscellaneous

Customer stated CA kept asking voice user to repeat as well as the customer.

Inquire Date 1/24/2010

Record ID 13288

Call Taken By Customer Service

CA Number 1276

Responded By Deborah

Response Date 1/24/2010

Resolution Date 1/24/2010

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

Service Complaints—Miscellaneous

Customer stated CA asked her to repeat the number to dial in her speed dial list. Customer asked if they should call for a Supervisor and then sent "thank you bye".

Inquire Date 2/2/2010

Record ID 13317

Call Taken By Supervisor

CA Number 5448

Responded By Gregory

Response Date 2/2/2010

Resolution Date 2/2/2010

Supervisor apologized and stated CA was waiting on a response from the customer. Customer stated that the CA would be counseled. CA was counseled to ensure that a Supervisor is called when there is a problem on the call. Customer was notified.

Service Complaints—Miscellaneous

Customer stated CA did not respond.

Inquire Date 3/8/2010

Record ID 13333

Call Taken By Customer Service

CA Number 1185

Responded By Deborah

Response Date 3/8/2010

Resolution Date 3/8/2010

Customer Service apologized and forwarded information to technical department. The technical department discovered that the originating line disconnected. CA was counseled and customer was notified.

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

Customer inquired why he was unable to place a Spanish Speech to Speech call outside of the state.

***Inquire Date 1/20/2010
Record ID 13260
Call Taken By Supervisor
CA Number
Responded By Deborah
Response Date 1/20/2010
Resolution Date 1/20/2010***

Customer Service explained that depending on the call translation needs, certain calls are only allowed within the state. Customer understood.

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

Customer requested Power Net Global as his long distance provider and an update to his profile.

***Inquire Date 11/5/2009
Record ID 13114
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 11/5/2009
Resolution Date***

Customer Service explained that Power Net Global was not a participating provider through the relay and offered an alternate carrier. Customer refused. Profile update was implemented. LOA was sent to Power Net Global to become a provider through the relay. There has been no further response from the provider. As of 5/31/2010, Power Net Global is still not a participating provider through the relay.

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

Customer requested Power Net Global as their long distance provider.

***Inquire Date 12/10/2009
Record ID 13176
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/10/2009
Resolution Date***

Customer Service explained that Power Net Global was not a participating provider with the relay and offered an alternate long distance carrier. Customer Service sent a Letter of Authorization to Power Net Global to become a provider with the relay. No further information has been received. As of 5/31/2010, Power Net Global is still not a participating provider through the relay.

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

Customer stated there were having difficulty connecting to the relay.

***Inquire Date 7/18/2009
Record ID 12713
Call Taken By Supervisor
CA Number
Responded By Karen
Response Date 7/18/2009
Resolution Date 7/18/2009***

Supervisor apologized and placed several test calls, which were successful. Customer was told if problem continues to contact Customer Service. Customer was satisfied.

Technical Complaints--Miscellaneous

Customer stated unable to receive text on her VCO equipment.

Inquire Date 7/17/2009
Record ID 12688
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 7/17/2009
Resolution Date 7/17/2009

Customer Service placed a test call, which was successful. Customer was appreciative.

Technical Complaints--Miscellaneous

Customer stated she is not receiving all of the text on a relay call.

Inquire Date 7/30/2009
Record ID 12731
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 7/30/2009
Resolution Date 7/30/2009

Customer Service placed a test call, which was successful. Customer Service explained to customer that some calls placed to her may not be through the relay. Customer was appreciative.

Technical Complaints--Miscellaneous

Customer stated she had to hold up to five minutes before reaching a CA. Customer also stated there was no recording to inform her to hold for the next available CA.

Inquire Date 4/12/2010
Record ID 13441
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 4/12/2010
Resolution Date 4/12/2010

Customer Service apologized and discovered that calls were answered at 100% for the day.

CapTel--Complaints

Dialing/Setup - Call Waiting.

Inquire Date 12/4/2009
Record ID 156572
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 12/4/2009
Resolution 12/4/2009

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse.

Inquire Date 12/4/2009
Record ID 156580
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 12/4/2009
Resolution 12/4/2009

Advised customer to change phone setting from pulse to tone. This resolved customer's experience.

CapTel—Complaints

Inquire Date 12/16/2009
Record ID 158717
Call Taken By CTI
CA Number
Responded By K.P.
Response Date 12/16/2009
Resolution 12/16/2009

Dialing Issue - Caller not using 7 or 10 digits to dial (e.g. dialing 4 digit extension).

Advised customer that when using the CapTel in 1-Line mode, it is necessary to dial a 7 or 10 digit number and it is not possible to use the speed dials programmed to the line such as #2 or #34.

CapTel—Complaints

Inquire Date 1/5/2010
Record ID 161512
Call Taken By CTI
CA Number
Responded By K.P.
Response Date 1/5/2010
Resolution 1/5/2010

Dialing Issue - Can't dial out in caption mode.

Customer Service advised customer to perform an electronic reset of the CapTel phone which resolved the customer's experience.

CapTel—Complaints

Inquire Date 4/15/2010
Record ID 179072
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 4/15/2010
Resolution 4/15/2010

Dialing/Setup - Dialing Prefix.

Customer was unable to dial out. Customer Service and customer helper found and removed incorrect dialing prefix programmed into the phone.

CapTel—Complaints

Inquire Date 5/17/2010
Record ID 183781
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 5/17/2010
Resolution 5/17/2010

Dial Tone - Not heard.

Customer's daughter reported no dial tone heard on the CapTel. Customer Service advised customer's daughter to perform a physical reset and emailed reset instructions. Customer reported that the dial tone has now been restored.

CapTel—Complaints

Inquire Date 5/18/2010
Record ID 184119
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 5/18/2010
Resolution 5/18/2010

Dialing/Setup - Dialing Prefix.

Customer's office phone technician reported their inability to dial out from the CapTel phone with captions. Customer Service advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
