

# ***Hamilton Relay IP Relay FCC Complaint Report 6/1/10 to 5/31/11***

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## ***External Complaints-- Miscellaneous***

Customer called several times as they were unable to retrieve their email verification for their HomeTown number from their Yahoo account.

***Inquire Date 3/10/2011  
Record ID 13841  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 3/10/2011  
Resolution 3/10/2011***

Supervisor stated that the customer may need to change their settings for their junk mail folder. Information was resent to the customer. Customer was satisfied.

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

Customer stated that the CA did not relay verbatim what was stated and this caused confusion on the call. Customer stated they will no longer use Hamilton Relay.

***Inquire Date 2/28/2011  
Record ID 13943  
Call Taken By Customer Service  
Mgr  
CA Number 4050  
Responded By Tina  
Response Date 2/28/2011  
Resolution 2/28/2011***

Customer Service Manager apologized and stated the issue would be investigated and the CA would counseled. CA was counseled and customer was appreciative of the quick response to the issue.

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

Customer stated the CA disconnected the call in middle of the conversation.

***Inquire Date 12/15/2010  
Record ID 13833  
Call Taken By Supervisor  
CA Number 1377  
Responded By Michelle  
Response Date 12/15/2010  
Resolution 12/15/2010***

Supervisor apologized and information was forwarded to the technical department. The technical department discovered the originator disconnected the call. Customer was notified.

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

Customer has been receiving harassing telephone calls through the relay.

***Inquire Date 6/8/2010  
Record ID 13170  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 6/8/2010  
Resolution 6/8/2010***

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.

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

**Inquire Date 6/11/2010  
Record ID 13174  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 6/11/2010  
Resolution 6/11/2010**

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

**Inquire Date 6/16/2010  
Record ID 13843  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 6/16/2010  
Resolution 6/16/2010**

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

**Inquire Date 6/21/2010  
Record ID 13183  
Call Taken By Lead CA  
CA Number  
Responded By Candace  
Response Date 6/21/2010  
Resolution 6/21/2010**

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

**Inquire Date 6/26/2010  
Record ID 13188  
Call Taken By Supervisor  
CA Number  
Responded By Lori  
Response Date 6/26/2010  
Resolution 6/26/2010**

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

***Inquire Date 7/1/2010  
Record ID 13862  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 7/1/2010  
Resolution 7/1/2010***

Officer was investigating someone placing harassing telephone calls through the relay and requested call information.

Supervisor explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

***Inquire Date 7/7/2010  
Record ID 13306  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 7/7/2010  
Resolution 7/7/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to the law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/7/2010  
Record ID 13305  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 7/7/2010  
Resolution 7/7/2010***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to the law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/8/2010  
Record ID 13307  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 7/8/2010  
Resolution 7/8/2010***

Customer has been receiving fraudulent calls through relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/8/2010  
Record ID 13308  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 7/8/2010  
Resolution 7/8/2010***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/9/2010  
Record ID 13309  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 7/9/2010  
Resolution 7/9/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/10/2010  
Record ID 13311  
Call Taken By Supervisor  
CA Number  
Responded By Candace  
Response Date 7/10/2010  
Resolution 7/10/2010***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/11/2010  
Record ID 13313  
Call Taken By Supervisor  
CA Number  
Responded By Bill  
Response Date 7/11/2010  
Resolution 7/11/2010***

Customer has been receiving fraudulent calls through the relay

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 7/12/2010  
**Record ID** 13165  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Audrey  
**Response Date** 7/12/2010  
**Resolution** 7/12/2010

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 7/12/2010  
**Record ID** 13365  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/12/2010  
**Resolution** 7/12/2010

Customer has been receiving harassing calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 7/12/2010  
**Record ID** 13166  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Audrey  
**Response Date** 7/12/2010  
**Resolution** 7/12/2010

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 7/19/2010  
**Record ID** 13321  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/19/2010  
**Resolution** 7/19/2010

Customer stated they were receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/20/2010  
Record ID 13323  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 7/20/2010  
Resolution 7/20/2010***

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Customer Service Manager explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

***Inquire Date 7/20/2010  
Record ID 13325  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 7/20/2010  
Resolution 7/20/2010***

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Customer Service Manager explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

***Inquire Date 7/24/2010  
Record ID 13330  
Call Taken By Supervisor  
CA Number  
Responded By Candace  
Response Date 7/24/2010  
Resolution 7/24/2010***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

***Inquire Date 7/24/2010  
Record ID 13326  
Call Taken By Supervisor  
CA Number  
Responded By Chuck  
Response Date 7/24/2010  
Resolution 7/24/2010***

Customer has been receiving fraudulent telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 7/27/2010  
Record ID 13844  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 7/27/2010  
Resolution 7/27/2010***

Customer has been receiving harassing telephone calls.

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 8/11/2010  
Record ID 13339  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 8/11/2010  
Resolution 8/11/2010***

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Customer Service Manager explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

***Inquire Date 8/13/2010  
Record ID 13344  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/13/2010  
Resolution 8/13/2010***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 8/13/2010  
Record ID 13343  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/13/2010  
Resolution 8/13/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 8/19/2010  
**Record ID** 13346  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Shane  
**Response Date** 8/19/2010  
**Resolution** 8/19/2010

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 8/20/2010  
**Record ID** 13845  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Michelle  
**Response Date** 8/20/2010  
**Resolution** 8/20/2010

Customer has been receiving harassing telephone calls.

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** 8/20/2010  
**Record ID** 13348  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/20/2010  
**Resolution** 8/20/2010

Customer has been receiving fraudulent calls through relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 8/27/2010  
**Record ID** 13357  
**Call Taken By** Customer Service  
**Mgr**  
**CA Number**  
**Responded By** Diane  
**Response Date** 8/27/2010  
**Resolution** 8/27/2010

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Customer Service Manager explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

***Inquire Date 8/28/2010  
Record ID 13358  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 8/28/2010  
Resolution 8/28/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 8/29/2010  
Record ID 13375  
Call Taken By Lead CA  
CA Number  
Responded By Chuck  
Response Date 8/29/2010  
Resolution 8/29/2010***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 8/30/2010  
Record ID 13846  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb  
Response Date 8/30/2010  
Resolution 8/30/2010***

Customer has been receiving harassing telephone calls.

Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. 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 9/1/2010  
Record ID 13379  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 9/1/2010  
Resolution 9/1/2010***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 9/1/2010  
Record ID 13378  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 9/1/2010  
Resolution 9/1/2010**

Customer has been receiving suspicious telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 9/7/2010  
Record ID 13384  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 9/7/2010  
Resolution 9/7/2010**

Customer has been receiving harassing telephone calls through the relay

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 9/7/2010  
Record ID 13417  
Call Taken By Lead CA  
CA Number  
Responded By Chuck  
Response Date 9/7/2010  
Resolution 9/7/2010**

Customer has been receiving fraudulent telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 9/7/2010  
Record ID 13847  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 9/7/2010  
Resolution 9/7/2010**

Customer has been receiving harassing telephone calls.

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** 9/8/2010  
**Record ID** 13387  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/8/2010  
**Resolution** 9/8/2010

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 9/8/2010  
**Record ID** 13386  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/8/2010  
**Resolution** 9/8/2010

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 9/10/2010  
**Record ID** 13393  
**Call Taken By** Program Mgr  
**CA Number**  
**Responded By** Dixie  
**Response Date** 9/10/2010  
**Resolution** 9/10/2010

Customer has been receiving harassing telephone calls through relay.

Program Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Program 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** 9/13/2010  
**Record ID** 13848  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Barb  
**Response Date** 9/13/2010  
**Resolution** 9/13/2010

Customer has been receiving harassing telephone calls.

Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. 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** 9/23/2010  
**Record ID** 13405  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/23/2010  
**Resolution** 9/23/2010

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 9/28/2010  
**Record ID** 13409  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/28/2010  
**Resolution** 9/28/2010

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 9/28/2010  
**Record ID** 13410  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/28/2010  
**Resolution** 9/28/2010

Customer has been receiving harassing telephone calls through the relay

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 10/2/2010  
**Record ID** 13413  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Lori  
**Response Date** 10/2/2010  
**Resolution** 10/2/2010

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Supervisor explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

**Inquire Date 10/4/2010  
Record ID 13414  
Call Taken By Lead CA  
CA Number  
Responded By Melanie  
Response Date 10/4/2010  
Resolution 10/4/2010**

Customer has been receiving fraudulent telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 10/7/2010  
Record ID 13416  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/8/2010  
Resolution 10/8/2010**

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Customer Service explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

**Inquire Date 10/9/2010  
Record ID 13863  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 10/19/2010  
Resolution 10/19/2010**

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Customer Service Manager explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

**Inquire Date 10/21/2010  
Record ID 13429  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/21/2010  
Resolution 10/21/2010**

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 10/23/2010  
Record ID 13766  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 10/23/2010  
Resolution 10/23/2010***

Customer stated they have been receiving fraudulent telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 10/26/2010  
Record ID 13432  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/26/2010  
Resolution 10/26/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 10/26/2010  
Record ID 13431  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/26/2010  
Resolution 10/26/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 10/29/2010  
Record ID 13435  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/29/2010  
Resolution 10/29/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 10/29/2010  
Record ID 13436  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/29/2010  
Resolution 10/29/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 11/6/2010  
Record ID 13443  
Call Taken By Lead CA  
CA Number  
Responded By Brandon  
Response Date 11/6/2010  
Resolution 11/6/2010***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 11/17/2010  
Record ID 13451  
Call Taken By Lead CA  
CA Number  
Responded By Nick  
Response Date 11/17/2010  
Resolution 11/17/2010***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 11/18/2010  
Record ID 13450  
Call Taken By Lead CA  
CA Number  
Responded By Nick  
Response Date 11/18/2010  
Resolution 11/16/2010***

Customer has been receiving harassing calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 11/30/2010  
Record ID 13849  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 11/30/2010  
Resolution 11/30/2010***

Customer has been receiving harassing telephone calls.

Customer Service Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 12/2/2010  
Record ID 13460  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 12/2/2010  
Resolution 12/2/2010***

Customer has been receiving harassing calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 12/3/2010  
Record ID 13462  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 12/3/2010  
Resolution 12/3/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 12/6/2010  
Record ID 13302  
Call Taken By Supervisor  
CA Number  
Responded By Heidi  
Response Date 7/3/2010  
Resolution 7/3/2010***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 12/8/2010  
Record ID 13464  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 12/8/2010  
Resolution 12/8/2010***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 12/10/2010  
Record ID 13782  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 12/10/2010  
Resolution 12/10/2010***

Customer stated they have been receiving fraudulent calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 12/10/2010  
Record ID 13850  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 12/10/2010  
Resolution 12/10/2010***

Customer has been receiving harassing telephone calls.

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 12/14/2010  
Record ID 13789  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 12/14/2010  
Resolution 12/14/2010***

Customer has been receiving fraudulent telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 12/15/2010  
Record ID 13851  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 12/15/2010  
Resolution 12/15/2010***

Customer has been receiving harassing telephone calls.

Customer Service Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 12/18/2010  
Record ID 13796  
Call Taken By Lead CA  
CA Number  
Responded By Colby  
Response Date 12/18/2010  
Resolution 12/18/2010***

Customer has been receiving fraudulent telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 1/4/2011  
Record ID 13852  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 1/4/2011  
Resolution 1/4/2011***

Customer has been receiving harassing telephone calls.

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 1/7/2011  
Record ID 13609  
Call Taken By Lead CA  
CA Number  
Responded By Vanessa  
Response Date 1/7/2011  
Resolution 1/7/2011***

Customer has been receiving fraudulent calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 1/7/2011  
Record ID 13854  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 1/7/2011  
Resolution 1/7/2011***

Customer has been receiving harassing telephone calls.

Customer Service Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 1/7/2011  
Record ID 13853  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 1/7/2011  
Resolution 1/7/2011***

Customer has been receiving harassing telephone calls.

Customer Service Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 1/10/2011  
Record ID 13709  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/10/2011  
Resolution 1/10/2011***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 1/12/2011  
Record ID 13712  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/12/2011  
Resolution 1/12/2011***

Customer received a fraudulent calls through relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 1/19/2011  
Record ID 13855  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 1/19/2011  
Resolution 1/19/2011***

Customer has been receiving harassing telephone calls.

Customer Service Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 1/26/2011  
Record ID 13856  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 1/26/2011  
Resolution 1/26/2011***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 1/31/2011  
Record ID 13718  
Call Taken By Lead CA  
CA Number  
Responded By Melanie  
Response Date 1/31/2011  
Resolution 1/31/2011***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/5/2011  
Record ID 13723  
Call Taken By Supervisor  
CA Number  
Responded By Lori  
Response Date 2/5/2011  
Resolution 2/5/2011***

Officer was investigating fraudulent telephone calls through the relay and requested call information.

Supervisor explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

***Inquire Date 2/6/2011  
Record ID 13724  
Call Taken By Supervisor  
CA Number  
Responded By Lori  
Response Date 2/6/2011  
Resolution 2/6/2011***

Customer has been receiving fraudulent telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/8/2011  
Record ID 13857  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 2/8/2011  
Resolution 2/8/2011***

Customer has been receiving harassing telephone calls through the relay.

Customer Service Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 2/16/2011  
Record ID 13729  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/16/2011  
Resolution 2/16/2011***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/19/2011  
Record ID 13733  
Call Taken By Lead CA  
CA Number  
Responded By Candace  
Response Date 2/19/2011  
Resolution 2/19/2011***

Customer has been receiving fraudulent telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/19/2011  
Record ID 13734  
Call Taken By Lead CA  
CA Number  
Responded By Candace  
Response Date 2/19/2011  
Resolution 2/19/2011***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/21/2011  
Record ID 13858  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 2/21/2011  
Resolution 2/21/2011***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/22/2011  
Record ID 13739  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/22/2011  
Resolution 2/22/2011***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/22/2011  
Record ID 13743  
Call Taken By Supervisor  
CA Number  
Responded By Lori  
Response Date 2/22/2011  
Resolution 2/22/2011***

Customer has been receiving fraudulent telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 2/24/2011  
Record ID 13816  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/24/2011  
Resolution 2/24/2011***

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/5/2011  
Record ID 13956  
Call Taken By Lead CA  
CA Number  
Responded By Bill  
Response Date 3/5/2011  
Resolution 3/5/2011***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/7/2011  
Record ID 13859  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 3/7/2011  
Resolution 3/7/2011***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/10/2011  
Record ID 13964  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/10/2011  
Resolution 3/10/2011***

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 3/11/2011  
Record ID 13860  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 3/11/2011  
Resolution 3/11/2011***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/14/2011  
Record ID 13967  
Call Taken By Lead CA  
CA Number  
Responded By Bill  
Response Date 3/14/2011  
Resolution 3/14/2011***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/16/2011  
Record ID 13973  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 3/16/2011  
Resolution 3/16/2011***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/18/2011  
Record ID 13974  
Call Taken By Lead CA  
CA Number  
Responded By Candance  
Response Date 3/18/2011  
Resolution 3/18/2011***

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 3/21/2011  
**Record ID** 13979  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Lonita  
**Response Date** 3/21/2011  
**Resolution** 3/21/2011

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 3/23/2011  
**Record ID** 13981  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Melanie  
**Response Date** 3/23/2011  
**Resolution** 3/23/2011

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 3/24/2011  
**Record ID** 13983  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Melanie  
**Response Date** 3/24/2011  
**Resolution** 3/24/2011

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 3/24/2011  
**Record ID** 13984  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Lonita  
**Response Date** 3/24/2011  
**Resolution** 3/24/2011

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/25/2011  
Record ID 13986  
Call Taken By Supervisor  
CA Number  
Responded By Lori  
Response Date 3/25/2011  
Resolution 3/25/2011***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/29/2011  
Record ID 13992  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/29/2011  
Resolution 3/29/2011***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 3/30/2011  
Record ID 13995  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/30/2011  
Resolution 3/30/2011***

Officer was investigating someone placing harassing telephone calls through the relay and requested call information.

Customer Service explained that a subpoena was required for additional call information and subpoena requirements were forwarded to the Officer.

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

***Inquire Date 3/30/2011  
Record ID 13991  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/30/2011  
Resolution 3/30/2011***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/1/2011  
Record ID 13861  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 4/1/2011  
Resolution 4/1/2011**

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/5/2011  
Record ID 14003  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/5/2011  
Resolution 4/5/2011**

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/6/2011  
Record ID 14004  
Call Taken By Lead CA  
CA Number  
Responded By Melanie  
Response Date 4/6/2011  
Resolution 4/6/2011**

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/14/2011  
Record ID 14011  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 4/14/2011  
Resolution 4/14/2011**

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/15/2011  
Record ID 14013  
Call Taken By Lead CA  
CA Number  
Responded By Chuck  
Response Date 4/15/2011  
Resolution 4/15/2011**

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/17/2011  
Record ID 13928  
Call Taken By Lead CA  
CA Number  
Responded By Chuck  
Response Date 4/17/2011  
Resolution 4/17/2011**

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/19/2011  
Record ID 14014  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 4/19/2011  
Resolution 4/19/2011**

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 4/20/2011  
Record ID 14015  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 4/22/2011  
Resolution 4/22/2011**

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 4/27/2011  
**Record ID** 14025  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/27/2011  
**Resolution** 4/27/2011

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 4/27/2011  
**Record ID** 14027  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Lonita  
**Response Date** 4/27/2011  
**Resolution** 4/27/2011

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 4/28/2011  
**Record ID** 14026  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/28/2011  
**Resolution** 4/28/2011

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date** 5/2/2011  
**Record ID** 14022  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Lori  
**Response Date** 5/2/2011  
**Resolution** 5/2/2011

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 5/12/2011  
Record ID 14047  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Diane  
Response Date 5/12/2011  
Resolution 5/12/2011***

Customer has been receiving harassing telephone calls through the relay.

Customer Service Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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 5/17/2011  
Record ID 14048  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/17/2011  
Resolution 5/17/2011***

Customer has been receiving harassing telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 5/17/2011  
Record ID 14049  
Call Taken By Supervisor  
CA Number  
Responded By Lori  
Response Date 5/17/2011  
Resolution 5/17/2011***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

***Inquire Date 5/18/2011  
Record ID 14050  
Call Taken By Supervisor  
CA Number  
Responded By Mike  
Response Date 5/18/2011  
Resolution 5/18/2011***

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 5/21/2011  
Record ID 14051  
Call Taken By Lead CA  
CA Number  
Responded By Tina  
Response Date 5/21/2011  
Resolution 5/21/2011**

Customer has been receiving harassing telephone calls through the relay.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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

**Inquire Date 5/24/2011  
Record ID 14046  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 5/24/2011  
Resolution 5/24/2011**

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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**Service Complaints—  
Fraudulent/Harassment Call**

**Inquire Date 7/10/2010  
Record ID 13310  
Call Taken By Supervisor  
CA Number  
Responded By Lori  
Response Date 7/10/2010  
Resolution 7/10/2010**

Customer has been receiving harassing telephone call through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.

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**Service Complaints--  
Miscellaneous**

**Inquire Date 7/30/2010  
Record ID 13823  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 7/30/2010  
Resolution 7/30/2010**

Customer stated that they were unable to place a call through Hamilton Web Relay.

Supervisor apologized and forwarded information to the technical department. The technical department discovered an issue with the customer's registration. Issue was resolved and customer was able to process calls through the relay. Customer was satisfied.

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**Service Complaints--  
Miscellaneous**

**Inquire Date** 9/23/2010  
**Record ID** 13826  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Michelle  
**Response Date** 9/23/2010  
**Resolution** 9/23/2010

Customer stated they could not log into their HomeTown account.

Supervisor requested customer to send an email to Customer Service. The technical department was able to clear the error that was being received and customer was able to process calls through the relay. Customer was satisfied.

---

**Service Complaints--  
Miscellaneous**

**Inquire Date** 11/1/2010  
**Record ID** 13437  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 11/4/2010  
**Resolution** 1/7/2010

Customer stated that they received no response except ringing when attempting to place a call through Web Relay.

Customer Service forwarded information to the technical department. The technical department discovered that the customer disconnected before the system began dialing. Customer was notified.

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**Service Complaints--  
Miscellaneous**

**Inquire Date** 4/12/2011  
**Record ID** 14008  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Eddie  
**Response Date** 4/12/2011  
**Resolution** 4/12/2011

Customer stated that they have been unable to place a call through Web Relay

Customer Service forwarded information to the technical department. The technical department reset their screen name. Customer was able to place calls through the relay. Customer was satisfied.

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

**Inquire Date** 11/2/2010  
**Record ID** 14043  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 11/2/2010  
**Resolution** 11/2/2010

Customer stated they are unable to process a call using gtalk.

Customer Service stated information would be forwarded to the technical department. The technical department discovered gtalk was experiencing technical issues. Gtalk was able to resolve the issue and customer was notified. Customer was able to place a successful call.

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**Technical Complaints--Line  
Disconnected**

**Inquire Date 7/24/2010  
Record ID 13329  
Call Taken By Supervisor  
CA Number  
Responded By Candace  
Response Date 7/24/2010  
Resolution 7/24/2010**

Customer stated that they had been disconnected during a Web Relay call.  
  
Supervisor forwarded information to the technical department. The technical department discovered that the customer's line disconnected. Customer was notified.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 6/1/2010  
Record ID 13167  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 6/1/2010  
Resolution 6/4/2010**

Customer stated that they were unable to place a call using Web Relay.  
  
Customer Service forwarded information to the technical department. The technical department discovered that the customer's information required a reset. Information was reset and customer was notified. Customer was able to place a call successfully.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 6/16/2010  
Record ID 13300  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 6/17/2010  
Resolution 6/17/2010**

Customer has been unable to place a call using their Hamilton HomeTown number.  
  
Customer Service forwarded information to technical to reset their HomeTown account. The technical department was able to reset the account. Customer was able to log in and place a call successfully. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date 6/16/2010  
Record ID 13178  
Call Taken By Lead CA  
CA Number  
Responded By Melanie  
Response Date 6/16/2010  
Resolution 6/16/2010**

Customer has been unable to log into their new Hamilton HomeTown account.  
  
Lead CA attempted to gather information, but customer hung up.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call using AIM.

**Inquire Date** 6/21/2010  
**Record ID** 13182  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 6/21/2010  
**Resolution** 6/21/2010

Customer Service forwarded information to the technical department. The technical department verified with AIM that they were experiencing an issue. Issue was resolved and customer was notified. Customer was able to place a call, successfully.

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**Technical Complaints--  
Miscellaneous**

Customer stated they have been unable to receive incoming calls on their HomeTown number.

**Inquire Date** 6/22/2010  
**Record ID** 13186  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Candace  
**Response Date** 7/6/2010  
**Resolution** 8/12/2010

Lead CA forwarded information to the technical department. Test calls were placed to the customer's HomeTown number, which were successful. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer stated that they are unable to print/save a conversation.

**Inquire Date** 8/19/2010  
**Record ID** 13824  
**Call Taken By** Customer Service  
**Mgr**  
**CA Number**  
**Responded By** Diane  
**Response Date** 8/19/2010  
**Resolution** 8/19/2010

Customer Service Manager forwarded information to the technical department. The technical department requested further information from the customer. The email address provided was an undeliverable email address. There has been no further contact with the customer.

---

**Technical Complaints--  
Miscellaneous**

Customer stated that they were unable to acquire a missed message from their HomeTown number.

**Inquire Date** 8/27/2010  
**Record ID** 13359  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 8/27/2010  
**Resolution** 8/27/2010

Customer Service forwarded information to the technical department. The technical department discovered that the customer had disconnected from the CA before their message was completely left. Customer Service explained to the customer how a message should be left. Customer understood.

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**Technical Complaints--  
Miscellaneous**

Customer stated that they were transferred to Customer Service while attempting to place a call to a HomeTown number.

**Inquire Date 9/10/2010  
Record ID 13755  
Call Taken By Lead CA  
CA Number  
Responded By Bill  
Response Date 9/10/2010  
Resolution 9/10/2010**

Lead CA forwarded information to the technical department. The technical department discovered that there was an issue with the ITRS database. Issue was resolved and customer was notified.

---

**Technical Complaints--  
Miscellaneous**

Customer stated following the recent web page update, their user ID has not been recognized.

**Inquire Date 9/29/2010  
Record ID 13757  
Call Taken By Lead CA  
CA Number  
Responded By Bill  
Response Date 9/29/2010  
Resolution 9/29/2010**

Lead CA forwarded information to the technical department. The technical department discovered an issue with the system, which was resolved. Customer was notified and able to place a successful call.

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**Technical Complaints--  
Miscellaneous**

Customer stated following the recent web page update, their user ID has not been recognized.

**Inquire Date 10/13/2010  
Record ID 13420  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/20/2010  
Resolution 10/20/2010**

Customer Service forwarded information to the technical department. The technical department discovered an issue with the system, which was resolved. Customer was notified and able to place a successful call.

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**Technical Complaints--  
Miscellaneous**

Customer stated following the recent web page update, their user ID has not been recognized.

**Inquire Date 12/2/2010  
Record ID 13461  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 12/2/2010  
Resolution 12/2/2010**

Customer Service forwarded information to the technical department. The technical department discovered an issue with the system, which was resolved. Customer was notified and able to place a successful call.

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**Technical Complaints--  
Miscellaneous**

Customer stated that they have been unable to place a call through the relay.

**Inquire Date 12/6/2010  
Record ID 13463  
Call Taken By Customer Service  
CA Number  
Responded By Tina**

Customer Service forwarded information to the technical department. The technical department discovered that the customer had not yet verified their account. Customer Service explained how to verify their HomeTown account and complete their request for a HomeTown number. Customer was satisfied.

*Response Date 12/6/2010*  
*Resolution 12/6/2010*

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***Technical Complaints--  
Miscellaneous***

Customer stated that they had been unable to reset their password for their HomeTown account.

*Inquire Date 12/16/2010*  
*Record ID 13793*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 12/16/2010*  
*Resolution 12/16/2010*

Customer Service forwarded the information to the technical department. The technical department reset the password for the customer. Customer was able to place a successful call. Customer was satisfied.

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***Technical Complaints--  
Miscellaneous***

Customer stated they were unable to receive a call through their HomeTown number.

*Inquire Date 12/17/2010*  
*Record ID 13836*  
*Call Taken By Customer Service*  
*Mgr*  
*CA Number*  
*Responded By Diane*  
*Response Date 12/17/2010*  
*Resolution 12/17/2010*

Customer Service Manager placed a test call, which was successful. Customer was satisfied.

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***Technical Complaints--  
Miscellaneous***

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

*Inquire Date 1/5/2011*  
*Record ID 13931*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 1/5/2011*  
*Resolution 1/5/2011*

Customer Service forwarded information to the technical department. The technical department reset the customer's password. Customer was able to place a successful call. Customer was satisfied.

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***Technical Complaints--  
Miscellaneous***

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

*Inquire Date 1/6/2011*  
*Record ID 13934*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 1/11/2011*  
*Resolution 1/11/2011*

Customer Service forwarded information to the technical department. The technical department reset the customer's password. Customer was able to place a successful call. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

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

**Inquire Date 1/9/2011  
Record ID 13933  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/10/2011  
Resolution 5/31/2011**

Customer Service discovered that address verification had been requested. Customer Service explained to the customer how to provide address verification in regards to their account. There has been no further contact from the customer in regards to this issue.

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**Technical Complaints--  
Miscellaneous**

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

**Inquire Date 1/14/2011  
Record ID 13941  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/17/2011  
Resolution 1/17/2011**

Customer Service forwarded the information to the technical department. The technical department reset the password for the customer. Customer was able to place a successful call. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated that they received notification that their HomeTown number was corrupt.

**Inquire Date 1/14/2011  
Record ID 13937  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/14/2011  
Resolution 1/14/2011**

Customer Service assigned a new number to the customer and provided this information through email. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

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

**Inquire Date 1/31/2011  
Record ID 13944  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Tina  
Response Date 1/31/2011  
Resolution 1/31/2011**

Customer Service forwarded the information to the technical department. The technical department reset the password for the customer. Customer was able to place a successful call. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to call a person's HomeTown number.

**Inquire Date 2/7/2011  
Record ID 14040  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/7/2011  
Resolution 2/7/2011**

Customer Service apologized and was attempting to gather information when customer hung up. There has been no further contact from the customer.

---

**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to update their account and are receiving a blank web page.

**Inquire Date 2/10/2011  
Record ID 13945  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/14/2011  
Resolution 2/14/2011**

Customer Service attempted to acquire additional information on how the customer was updating their account, but the customer disconnected. There has been no further contact from the customer.

---

**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to access their HomeTown account by using their screen names.

**Inquire Date 2/18/2011  
Record ID 13947  
Call Taken By Customer Service  
Mgr  
CA Number  
Responded By Tina  
Response Date 2/22/2011  
Resolution 2/22/2011**

Customer Service discovered that there were no registered screen names on the HomeTown account. Customer Service forwarded information to the technical department and screen names were added to the account. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to place a call using their HomeTown account.

**Inquire Date 2/24/2011  
Record ID 13948  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/25/2011  
Resolution 2/25/2011**

Customer Service verified that the account was active and placed a successful test call to the user's account. Customer Service contacted the customer to see if they were able to place a call, but there has been no further contact from the customer.

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**Technical Complaints--  
Miscellaneous**

Customer stated the Hamilton Web Relay call page would not display.

**Inquire Date** 3/3/2011  
**Record ID** 13951  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/4/2011  
**Resolution** 3/4/2011

Customer Service apologized and stated there was a technical issue with the home page. Issue was resolved and customers were able to process their calls properly. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer stated they have had too many issues with being unable to process a call through Hamilton Web Relay, so they are porting their number to Sprint Internet Relay.

**Inquire Date** 3/3/2011  
**Record ID** 13950  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/4/2011  
**Resolution** 3/4/2011

Customer Service apologized for the issues the customer was experiencing. Customer Service forwarded information to the technical department and the port process was completed. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer stated the Hamilton Web Relay call page would not display.

**Inquire Date** 3/3/2011  
**Record ID** 13952  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/4/2011  
**Resolution** 3/4/2011

Customer Service apologized and stated there was a technical issue with the home page. Customer Service notified customer when the issue was resolved and customer was able to process a call successfully. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer stated the Hamilton Web Relay call page would not display.

**Inquire Date** 3/3/2011  
**Record ID** 13955  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/4/2011  
**Resolution** 3/4/2011

Customer Service apologized and stated there was a technical issue with the home page. Customer Service notified customer when the issue was resolved and customer was able to process a call successfully. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to place a call using their registered screen name.

**Inquire Date 3/8/2011  
Record ID 13960  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/9/2011  
Resolution 3/9/2011**

Customer Service forwarded information to technical department. The technical department discovered an issue with the screen name and it was reset. Customer was notified and able to place a successful call. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to place a call using their registered screen name.

**Inquire Date 3/8/2011  
Record ID 13961  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/8/2011  
Resolution 3/8/2011**

Customer Service forwarded information to technical department. The technical department discovered an issue with the screen name and it was reset. Customer was notified and able to place a successful call. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call using their Hamilton HomeTown number.

**Inquire Date 3/12/2011  
Record ID 13966  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/14/2011  
Resolution 3/14/2011**

Customer Service forwarded information to technical to reset their HomeTown account. The technical department was able to reset the account. Customer was able to log in and place a call successfully. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call using their Hamilton HomeTown number.

**Inquire Date 3/12/2011  
Record ID 13930  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 3/14/2011  
Resolution 3/14/2011**

Lead CA forwarded information to technical to reset their HomeTown account. The technical department was able to reset the account. Customer was able to log in and place a call successfully. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call using their Hamilton HomeTown number.

**Inquire Date 3/14/2011  
Record ID 13842  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 3/14/2011  
Resolution 3/14/2011**

Supervisor forwarded information to technical to reset their HomeTown account. The technical department was able to reset the account. Customer was able to log in and place a call successfully. Customer was satisfied.

---

**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call using their Hamilton HomeTown number.

**Inquire Date 3/24/2011  
Record ID 13982  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/24/2011  
Resolution 3/24/2011**

Customer Service forwarded information to technical to reset their HomeTown account. The technical department was able to reset the account. Customer was able to log in and place a call successfully. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to place a call using their Hamilton HomeTown number.

**Inquire Date 3/31/2011  
Record ID 13996  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 3/31/2011  
Resolution 3/31/2011**

Customer Service forwarded information to technical to reset their HomeTown account. The technical department was able to reset the account. Customer was able to log in and place a call successfully. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

Customer has been unable to sign into their HomeTown account or use their registered screen name to process a call.

**Inquire Date 5/3/2011  
Record ID 14052  
Call Taken By Lead CA  
CA Number  
Responded By Lonita  
Response Date 6/3/2011  
Resolution 6/8/2011**

Lead CA forwarded information to the technical department. The technical department discovered that the customer had requested porting of their number to a different provider, which had been completed. Customer was notified that the account had been deactivated. Customer understood.

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**Technical Complaints--  
Miscellaneous**

Customer stated they are receiving an error message to "enter a number to dial".

**Inquire Date 5/3/2011  
Record ID 14053  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/3/2011  
Resolution 5/31/2011**

Customer Service apologized and requested customer send information and a copy of the error message through email. Customer Service provided the relay email address. There has been no further information from the customer in regards to this issue.

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**Technical Complaints--  
Miscellaneous**

Customer stated they are unable to place a call using Web Relay.

**Inquire Date 5/23/2011  
Record ID 14055  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 5/23/2011  
Resolution 5/23/2011**

Customer Service requested call information from the customer, but there has been no further contact from the customer.

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