

Hamilton Traditional TRS Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
15003	6/26/2011		Lori	Lori	Customer stated they are unable to place a call.	6/26/2011	Supervisor attempted to gather call information, but the customer hung up.	Service Complaints - Miscellaneous
16805	7/12/2011		Tina	Tina	Customer stated they are unable to process an inbound international call using Hamilton Relay.	7/18/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the terminating profile and requested the customer attempt the call again. Customer was notified and call was processed successfully. Customer was satisfied.	Technical Complaints - Miscellaneous
17366	7/18/2011		Bill	Bill	Officer stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	7/18/2011	Customer Service Manager forwarded the requested information. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
17689	7/20/2011		Bill	Bill	Customer stated that they have been receiving harassing telephone calls through the relay.	7/20/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
17692	7/20/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	7/20/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
17844	7/23/2011		Tina	Tina	Customer stated they could not place any long distance calls through the relay due to their long distance being disconnected.	7/23/2011	Lead CA directed customer to their long distance provider. Customer was satisfied.	External Complaints - Miscellaneous
17845	7/23/2011		Tina	Tina	Customer stated they have attempted a call through the relay several times, but the line rings four times and then disconnects.	7/23/2011	Lead CA apologized and placed test calls both direct and through the relay to the TTY user, which were unsuccessful. Lead CA explained that the TTY user's telephone company would need to be contacted. Customer understood.	External Complaints - Miscellaneous
17854	7/22/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	7/22/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
17869	7/23/2011		Candace	Candace	Customer stated that they have been receiving harassing telephone calls through the relay.	7/23/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
17895	7/24/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/24/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
18544	7/28/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	7/28/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
19264	8/3/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	8/3/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
19304	8/1/2011		Michelle	Michelle	Customer stated that they have been receiving harassing telephone calls through the relay.	8/1/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
19515	8/5/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	8/5/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
20108	8/13/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	8/13/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
20312	8/16/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	8/16/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
20466	8/17/2011		Brandon	Brandon	Customer stated that they have been receiving harassing telephone calls through the relay.	8/17/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
20471	8/18/2011		Lori	Lori	Customer stated that they have been receiving harassing telephone calls through the relay.	8/18/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
21263	8/24/2011		Lonita	Lonita	Customer stated that they have been receiving harassing telephone calls through the relay.	8/24/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
21269	8/24/2011		Candace	Candace	Customer stated that they have been receiving harassing telephone calls through the relay.	8/24/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
21380	8/24/2011		Arik	Arik	Customer stated that they have been receiving harassing telephone calls through the relay.	8/24/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
21651	8/27/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/27/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
21851	8/29/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	8/29/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
22260	8/30/2011		Robyn	Robyn	Customer stated they are unable to place a call through Hamilton Relay from one state to another state.	9/12/2011	Lead CA attempted to gather further information, but customer refused.	Technical Complaints - Miscellaneous

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22397	8/31/2011		Garrett	Garrett	Customer stated they attempted to dial their friend several times and are receiving a recording that the line was disconnected.	8/31/2011	Lead CA placed test calls directly to the friend, which were unsuccessful until the third attempt. Lead CA explained that since some of the calls were going through there may be an issue with the phone line and directed the customer to the friend's telephone company. Customer understood.	External Complaints - Miscellaneous
22425	8/31/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	8/31/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
22688	9/2/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	9/2/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
22693	9/2/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	9/2/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
22786	9/6/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	9/6/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
24026	9/19/2011		Lonnie	Lonnie	Customer stated they were traveling and attempted to dial 711 from their cell phone, but reach the relay in a different state.	9/19/2011	Lead CA attempted to acquire information, but customer refused. Lead CA offered the toll free number in order for the customer to place their call. Customer was satisfied.	Technical Issues - 711 Issues
24241	9/20/2011				Customer stated that the CA said they were having technical difficulties and asked them to call back to the relay. Customer stated when they called back to the second CA the call did go through.	9/20/2011	Customer Service apologized and discovered that the customer had reached a CA that was having technical issues with the workstation. Issue was resolved and customer was notified.	Technical Complaints - Miscellaneous
24767	9/24/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	9/24/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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24770	9/24/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	9/24/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
25425	10/2/2011		Garrett	Garrett	Customer stated they were upset that MCC service was shut off on their cell phone. Customer requested an email from Management in regards to this issue.	10/3/2011	Customer Service apologized and explained that there is an opportunity to transition to a new phone and service. Customer stated a displeasure with possibly spending more money. Customer Service forwarded information and the Customer Service Manager emailed the customer with the requested information.	Service Complaints - Miscellaneous
25628	10/04/11		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	10/04/11	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
25879	10/6/2011		Lonita	Lonita	Customer stated that they have been receiving harassing telephone calls through the relay.	10/6/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
26774	10/16/2011		Candace	Candace	Customer stated that they have been receiving harassing telephone calls through the relay.	10/16/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
26823	10/17/11		Tina	Tina	Customer stated the CA transferred them to Customer Service stating their call could not be placed. Customer stated they have placed this call several times before.	10/17/11	Customer Service discovered the customer was attempting to reach Missouri Relay and requested they try dialing 711 again. Customer Service provided the customer with the toll free number for Missouri Relay. Customer was satisfied.	External Complaints - Miscellaneous
26980	10/18/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	10/18/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
27481	10/22/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	10/22/2011	Lead suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
27487	10/22/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	10/22/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
27874	10/27/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	10/27/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
27886	10/27/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	10/27/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
27897	10/27/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	10/27/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
28659	11/3/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	11/3/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
28783	11/6/2011		Jackie	Jackie	Customer stated that they never have a problem dialing long distance through the relay using Time Warner unless it is with a trainee.	11/6/2011	Customer Service apologized and attempted to gather further information to set a profile, but customer disconnected.	Service Complaints - Miscellaneous
28831	11/4/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	11/4/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
28869	11/6/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/6/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
28871	11/6/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/6/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
28879	11/6/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/6/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
28884	11/6/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/6/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
29145	11/9/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/9/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
29427	11/11/2011	1236	John	John	Customer stated that the CA did not follow their instructions and did not keep the customer informed. Customer requested an email to acknowledge the issue was resolved.	11/29/2011	Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was notified by email. Monitoring has occurred and CA was following policy.	Service Complaints - CA Did Not Keep User Informed
29650	11/14/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/14/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
29652	11/14/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/14/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
29655	11/14/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/14/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
29660	11/14/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	11/14/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
29799	11/15/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	11/15/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
29808	11/15/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	11/15/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
30042	11/17/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/17/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
30052	11/17/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	11/17/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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30682	11/23/2011		Miranda	Miranda	Customer stated when they dial a number they are directed to the relay.	11/23/2011	Lead CA apologized and dialed the number, which went directly to a voice party and not the relay. Lead CA referred them to their telephone company and explained that their appears to be a routing problem. Customer understood.	External Complaints - Miscellaneous
31565	12/1/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	12/1/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
31567	12/1/2011		Mike	Mike	Customer stated that they have been receiving harassing telephone calls through the relay.	12/1/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
31685	12/5/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	12/5/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
31713	12/5/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	12/5/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
31719	12/3/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	12/3/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
32075	12/7/2011		Brenda	Brenda	Customer stated the CA was giving the same information every time they dialed the same number requested by the customer. Customer stated that the relay is a bad service and this should not be occurring.	12/07/11	Supervisor apologized and attempted to gather further information, but customer disconnected.	Service Complaints - Miscellaneous
32239	11/1/2011		Michelle	Michelle	Customer stated that information is missing from their profile.	11/1/2011	Supervisor attempted to gather customer information to forward to the technical department, but customer refused and disconnected.	Service Complaints - Miscellaneous

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32874	12/14/2011		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	12/14/2011	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
34096	12/23/2011	1320,1337,1264	Brenda	Brenda	Customer stated CAs are not reading and following their profile.	12/23/2011	Supervisor attempted to gather information, but customer disconnected.	Service Complaints - Speech to Speech Call handling Problems
34196	12/29/2011		Michelle	Michelle	Customer stated that they have been receiving harassing telephone calls through the relay.	12/29/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
34767	12/28/2011		Michelle	Michelle	Customer stated that Hamilton Relay has very poor service and the CAs do not follow instructions.	12/28/2011	Supervisor attempted to gather CA number and information but customer hung up.	Service Complaints - Miscellaneous
34839	1/5/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	1/5/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
34912	1/9/2012		Kim	Kim	Customer stated they attempted to place a call and both the CA and Supervisor stated they could not place the call.	1/9/2012	Customer Service inquired further information to determine why the call was not processed. It was discovered that their cell phone was displaying the number of a non-Hamilton state, therefore Hamilton could not process the call. Customer was provided with the Hamilton Relay number to ensure the success of their calls. Customer was able to place a successful call and was satisfied.	External Complaints - Miscellaneous
34924	1/6/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	1/6/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
35852	1/17/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	01/18/12	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
36960	1/25/2012	9133	Kim	Kim	Customer stated the CA did not inform them (VCO on) when connected and they were unable to identify if VCO was connected or not.	1/25/2012	Lead CA apologized and stated the CA would be counseled. CA was counseled and monitored. Monitoring has occurred and CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Did Not Keep User Informed
38006	2/2/2012		Melanie	Melanie	Customer stated that they have been receiving harassing telephone calls through the relay.	2/2/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
38474	2/9/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	2/9/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
38475	2/9/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	2/9/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
38591	2/10/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	2/10/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
39276	2/21/2012		Tina	Tina	Customer stated that 711 was not working properly and requested the number for the Pennsylvania Relay.	2/21/2012	Customer Service provided the telephone number for the Pennsylvania Relay. Customer was satisfied.	External Complaints - Miscellaneous
40558	3/2/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	3/2/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
40904	3/7/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	3/7/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
41658	3/19/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	3/19/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
41796	3/20/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	3/20/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
42375	3/25/2012		Tina	Tina	Customer stated their service from Purple Communication stopped working.	3/25/2012	Customer Service directed the customer to Purple Communications in regards to the service. Customer understood.	External Complaints - Miscellaneous
42476	3/26/2012		Melanie	Melanie	Customer stated that they have been receiving harassing telephone calls through the relay.	3/26/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
43199	3/29/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	3/29/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
43595	4/2/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	4/2/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
44136	3/29/2012		Tina	Tina	Customer stated they couldn't log onto the website.	3/29/2012	Customer Service attempted to gather more information in regards to their issue, but customer disconnected.	External Complaints - Miscellaneous
44275	4/11/2012		Garrett	Garrett	Customer stated they were transferred to Customer Service and wanted to register a complaint that they could not make a call through Utah Relay even though they live in California.	4/11/2012	Lead CA apologized and attempted to obtain the customer's information. Customer only stated they were an angry California cell phone user. Lead CA attempted to explain how to use the California Relay service but customer hung up.	Service Complaints - Miscellaneous

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
44478	4/15/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	4/15/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
45412	4/25/2012		Lonnie	Lonnie	Officer stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	4/25/2012	Customer Service Manager forwarded the requested information to the officer. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
46627	5/15/2012		Brenda	Brenda	Officer stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	5/15/2012	Customer Service Manager forwarded the requested information to the officer. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
47105	5/20/2012		Lonnie	Lonnie	Customer stated that they have been receiving harassing telephone calls through the relay.	5/20/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call