IP 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
13798	6/8/2011		Tramaine	Erica	Customer stated that they have been receiving harassing telephone calls through the relay.	6/8/2011	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
14220	6/17/2011		Tina	Tina	Customer stated they were unable to place or receive a call using their HomeTown account.	6/17/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Service Complaints - Miscellaneous
14484	6/7/2011		Bill	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	6/7/2011	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
14518	6/9/2011		Lonita	Tina	Deputy stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	6/9/2011	Customer Service Manager forwarded the requested information. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
14529	6/21/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	6/21/2011	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
14575	6/22/2011		Bill	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	6/22/2011	Lead CA 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
14581	6/22/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	6/22/2011	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
14681	6/23/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	6/23/2011	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
14923	6/20/2011		Melanie	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	6/20/2011	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
15354	7/2/2011		Kim	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/2/2011	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
15496	7/5/2011		Tina	Tina	Customer stated they are unable to place a call using their HomeTown account.	7/5/2011	Customer Service discovered an issue with their Internet browser. Customer Service explained how to reset their browser and suggested to place a call again from their account. Customer was able to place a successful call and was satisfied.	Service Complaints - Miscellaneous
15798	7/7/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/7/2011	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
16346	7/8/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through another relay service.	7/8/2011	Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
16364	6/20/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	6/20/2011	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
16807	7/9/2011		Tina	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/9/2011	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
16811	7/9/2011		Lori	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/9/2011	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
17131	7/14/2011		Ellen	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/14/2011	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
17181	7/1/2011		Jody	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/1/2011	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
17189	7/15/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/15/2011	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
17619	7/20/2011		Tina	Tina	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
17969	7/1/2011		Jody	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/1/2011	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
18082	7/21/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/21/2011	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
18112	7/21/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/21/2011	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
18113	7/21/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/21/2011	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
18116	7/25/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/25/2011	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
18654	7/25/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/25/2011	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
18658	7/3/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/3/2011	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
18660	7/3/2011		Brandon	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/3/2011	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
18815	8/1/2011		Tina	Tina	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
18869	7/31/2011		Chuck	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/31/2011	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

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
18892	7/29/2011		Jody	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	7/29/2011	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
18905	7/30/2011		Mike	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/30/2011	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
18906	7/30/2011		Mike	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/30/2011	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
18915	7/30/2011		Lonnie	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	7/30/2011	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
18963	8/2/2011		Tina	Tina	Customer stated they were unable to place or receive calls through their HomeTown account.	8/4/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
19030	8/2/2011		Tina	Tina	Customer stated they were unable to place a call from the website using the Google Chrome browser.	8/2/2011	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the Web Relay service is not compatible with Google Chrome and recommended using one of the browsers listed in the compatibility list. Customer was notified.	Technical Complaints - Miscellaneous
19305	8/1/2011		Michelle	Tina	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
19307	8/3/2011		Michelle	Tina	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

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
19308	8/3/2011		Michelle	Tina	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
19309	8/4/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/4/2011	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
19486	8/7/2011		Lori	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	8/7/2011	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
19507	8/5/2011		Mike	Ellen	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
19533	8/6/2011		Mike	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	8/6/2011	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
19814	8/10/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone call through the relay.	8/10/2011	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
19880	8/10/2011		Tina	Tina	Customer stated that they are receiving multiple notifications of incoming calls, but were unable to connect.	8/10/2011	Customer Service discovered the screen name was listed more than once in their HomeTown account. Customer Service explained why they were receiving multiple notifications from their HomeTown account. Customer Service updated the information in their HomeTown account. Customer was satisfied.	Technical Complaints - Miscellaneous

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
19884	8/10/2011		Kim	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	8/10/2011	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
19992	8/12/2011		Tina	Tina	Customer stated whenever an 816 number is dialed through Web Relay it shows up as an international call.	8/18/2011	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
20007	8/12/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/12/2011	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
20029	8/12/2011		Tina	Tina	Customer stated that they were unable to place a call through Web Relay.	8/15/2011	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the Web Relay service is not compatible with Google Chrome and recommended using one of the browsers listed in the compatibility list. Customer was notified.	Technical Complaints - Miscellaneous
20200	8/4/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/15/2011	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
20313	8/16/2011		Mike	Ellen	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
20314	8/16/2011		MIke	Ellen	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
20319	8/16/2011		Mike	Ellen	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
20325	8/17/2011		Tina	Tina	Customer stated that they were unable to place a call through Web Relay.	8/19/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
20818	8/19/2011		Mike	Brenda	Customer stated that they have been receiving harassing telephone calls through the relay.	8/22/2011	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
20825	8/20/2011		Candace	Brenda	Customer stated that they have been receiving harassing telephone calls through the relay.	8/22/2011	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
21014	8/3/2011		Michelle	Tina	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
21015	8/23/2011		Judy	Tina	Customer stated they were unable to receive calls through their HomeTown account.	8/23/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
21044	8/23/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/23/2011	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
21140	8/23/2011		Michelle	Tina	Customer stated that they were unable to place a call through HomeTown account.	8/24/2011	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
21256	8/24/2011		Tina	Tina	Customer stated that they were unable to place a call through HomeTown account.	8/26/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
21272	8/23/2011		Tina	Tina	Customer stated they were unable to place a call using their HomeTown account.	8/24/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
21481	8/26/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/26/2011	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
21545	8/26/2011		Tina	Tina	Customer had been receiving harassing telephone calls through the relay.	8/26/2011	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
21632	8/29/2011		Kim	Ellen	Customer stated they were unable to place Web Relay calls using their registered screen name.	8/29/2011	Supervisor apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
21664	8/29/2011		Michelle	Tina	Customer stated they were unable to place Web Relay calls using their registered screen name.	9/7/2011	Supervisor apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
21771	8/19/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/19/2011	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
21931	8/22/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	8/22/2011	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
22547	9/2/2011		Tina	Tina	Customer received an error when placing a call.	9/2/2011	Customer Service discovered the customer was not registered for Web Relay and explained how to register. Customer was satisfied.	Service Complaints - Miscellaneous
22822	9/7/2011		Tina	Tina	Customer stated they were unable to receive calls through their registered screen name.	9/12/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
23093	9/9/2011		Tina	Tina	Customer stated they were unable to place call from their HomeTown account.	9/12/2011	Customer Service forwarded information to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
23179	9/12/2011		Tina	Tina	Customer stated they were unable to place calls from their screen name.	9/12/2011	Customer Service forwarded information to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
23203	9/12/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	9/12/2011	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
23392	9/7/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	9/7/2011	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
23785	9/15/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	9/15/2011	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
23946	9/15/2011		Kim	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	9/15/2011	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
24230	9/19/2011		Chuck	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	9/19/2011	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
24249	9/15/2011		Tina	Tina	Customer stated that after resetting their password, they were unable to place a call.	9/21/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
24414	9/21/2011		Mike	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	9/21/2011	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
24427	9/22/2011		Tina	Tina	Customer stated they were unable to place a call using Internet Relay.	9/27/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
25013	9/28/2011		Chuck	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	9/28/2011	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
25111	9/29/2011		Tina	Tina	Officer stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	9/30/2011	Customer Service Manager forwarded the requested information. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
26969	10/18/2011		Kim	Ellen	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
26970	10/18/2011		Kim	Ellen	Officer stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	10/20/2011	Customer Service Manager forwarded the requested information. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
27002	10/19/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	10/19/2011	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
27580	10/25/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	10/25/2011	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
27859	10/28/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	10/28/2011	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
27860	10/27/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	10/27/2011	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
28043	10/28/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	10/28/2011	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

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
28170	10/31/2011		Candace	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	10/31/2011	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
29304	11/11/2011		Chuck	Brenda	Customer stated that they were unable to place a call through Web Relay.	11/11/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
29421	11/14/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	11/14/2011	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
29628	11/15/2011		Lori	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	11/15/2011	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
30232	11/18/2011		Jessica	Ellen	Officer stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	11/19/2011	Customer Service Manager forwarded the requested information. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
30340	11/14/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	11/14/2011	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
31431	11/29/2011		Tina	Tina	Customer stated that they have been receiving harassing calls through the relay.	11/29/2011	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
31473	12/1/2011		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	12/1/2011	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
32066	12/1/2011		Jody	Tina	Customer stated they were unable to place a call using Web Relay.	12/9/2011	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
32235	10/3/2011		Jody	Tina	Detective stated they were investigating fraudulent calls and requested to speak to the CA. Detective inquired what information was needed for a subpoena.	10/3/2011	Customer Service Manager explained that due to confidentiality, call information could not be provided and forwarded the requested information. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
32236	10/17/2011		Jody	Tina	Officer stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	10/17/2011	Customer Service Manager forwarded the requested information. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
32249	11/22/2011		Barb	Tina	Customer stated they were unable to place a call using Web Relay.	11/22/2011	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the Web Relay service is not compatible with Google Chrome and recommended using one of the browsers listed in the compatibility list. Customer was notified.	Technical Complaints - Miscellaneous
33732	12/22/2011		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	12/22/2011	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
34642	1/4/2012		Tina	Tina	Customer stated they were unable to place a call using Web Relay.	1/4/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the Web Relay service is not compatible with Google Chrome and recommended using one of the browsers listed in the compatibility list. Customer was notified.	Service Complaints - Miscellaneous
35341	1/12/2012		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through another relay service.	1/12/2012	Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.	Service Complaints - Fraudulent/Harassment Call
37943	2/2/2012		Tina	Tina	Customer stated they were unable to place a call using Web Relay.	2/2/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
38044	2/3/2012		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	2/3/2012	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
38423	2/9/2012		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	2/9/2012	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

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
39301	1/25/2012		Michelle	Tina	Customer stated they were unable to place a call using their HomeTown account.	2/25/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
39966	2/7/2012		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	2/7/2012	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
40020	2/9/2012		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	2/29/2012	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
40064	2/10/2012		Michelle	Tina	Customer stated that they have been receiving harassing calls through the relay.	2/29/2012	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
40065	2/10/2012		Michelle	Tina	Customer stated that they have been receiving harassing calls through the relay.	2/10/2012	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
40104	2/17/2012		Michelle	Tina	Customer stated that they have been receiving harassing phone calls through the relay.	2/17/2012	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
41095	3/12/2012		Derek	Ellen	Customer stated that they have been receiving harassing telephone calls through the relay.	3/12/2012	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
41249	3/13/2012		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	3/13/2012	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

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
41313	3/6/2012		Michelle	Tina	Customer stated that they are receiving a pop up box over the top of the conversation screen, during a Web Relay call.	3/14/2012	Customer Service requested additional information, but there has been no response from the customer.	Technical Complaints - Miscellaneous
41408	3/1/2012		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	3/1/2012	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
41716	3/7/2012		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	3/7/2012	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
41890	3/20/2012		Michelle	Tina	Customer stated they were unable to place a call using their HomeTown account.	3/20/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
42299	3/22/2012		Michelle	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	3/22/2012	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
42432	3/26/2012		Kim	Tina	Customer stated their profile would not let them call out. Customer stated they receive an error message.	3/26/2012	Customer Service discovered that the customer was using an outdated version of Firefox and explained how to download the most recent version of Firefox. Customer was able to place their call successfully and was satisfied.	Technical Complaints - Miscellaneous
42453	3/26/2012		Kim	Tina	Customer stated their call would not go through and when they placed a number in the 'Dial' box nothing happens.	3/26/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the customer's account and reset it. Customer was notified and able to place calls successfully.	Technical Complaints - Miscellaneous
42813	3/27/2012		Tina	Tina	Customer stated that they recently received a call through Internet Relay and the CA was very rude.	3/27/2012	Customer Service discovered that the call was not processed through Hamilton Relay. Customer was notified.	External Complaints - Miscellaneous
43139	3/20/2012		Tina	Tina	Customer stated that they were unable to log into their HomeTown account.	3/25/2012	Customer Service forwarded information to the technical department. The technical department discovered customer has a caching error. Customer Service explained how to clear the memory cache on their browser. Customer was able to log in and was satisfied.	Technical Complaints - Miscellaneous
43249	3/30/2012		Kim	Kim	Customer stated they were unable to place or receive a call using their HomeTown account.	4/5/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
43250	3/30/2012		Kim	Tina	Customer stated they are unable to place a call using their HomeTown account. Customer stated that they were receiving an error message that states for US or domestic use only.	3/30/2012	Customer Service apologized and informed customer why this error message could be received and directed them to their IP provider for assistance. Customer understood.	External Complaints - Miscellaneous
43260	3/30/2012		Kim	Kim	Customer stated their call would not go through and when they placed a number in the 'Dial' box nothing happens.	3/30/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the customer's account and reset it. Customer was notified and able to place calls successfully.	Technical Complaints - Miscellaneous
43270	3/30/2012		Kim	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	3/30/2012	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
44074	4/9/2012		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	4/9/2012	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
44158	3/29/2012		Tina	Tina	Customer stated they were unable to place or receive a call using their HomeTown account.	3/29/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
44273	4/12/2012		Tina	Tina	Customer stated that they have been receiving harassing telephone calls through the relay.	4/12/2012	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
44873	4/19/2012		Thomas	Tina	Customer stated they were unable to enter a number to dial when using Web Relay.	4/19/2012	Supervisor apologized and information was forwarded to the technical department. The technical department resolved the issue. Customer was notified and able to place calls successfully.	Technical Complaints - Miscellaneous
45643	4/27/2012		Thomas	Tina	Customer stated they were unable to place or receive a call using their HomeTown account.	4/27/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
46139	5/4/2012		Tina	Tina	Customer stated that they were continually logged out of their HomeTown account. Customer stated when they receive the "Missed Call" Notification they are logged out and unable to log back in.	5/25/2012	Supervisor apologized and information was forwarded to the technical department. The technical department resolved the issue. Customer was notified and able to place calls successfully.	Technical Complaints - Miscellaneous
46749	5/16/2012		Tina	Tina	Customer stated they were unable to place a call using their HomeTown account. Customer stated that they were receiving an error message that states for US or domestic use only.	5/16/2012	Customer Service apologized and informed customer why this error message could be received and directed them to their IP provider for assistance. Customer understood.	Technical Complaints - Miscellaneous

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Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
46916	5/18/2012		Elaine	Elaine	Customer stated they were unable to place or receive a call using their HomeTown account.	5/18/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's HomeTown account, which resolved the issue. Customer was notified.	Technical Complaints - Miscellaneous
47551	5/17/2012		Tina	Tina	Customer stated they were unable to place a call using their HomeTown account. Customer stated that they were receiving an error message that states for US or domestic use only.	5/17/2012	Customer Service apologized and informed customer why this error message could be received and directed them to their IP provider for assistance. Customer understood.	Technical Complaints - Miscellaneous
47553	5/18/2012		Tina	Tina	Customer stated they were unable to place a call using their HomeTown account. Customer stated that they were receiving an error message that states for US or domestic use only.	5/18/2012	Customer Service apologized and informed customer why this error message could be received and directed them to their IP provider for assistance. Customer understood.	Technical Complaints - Miscellaneous
47554	5/21/2012		Tina	Tina	Customer stated they were unable to place a call using their HomeTown account. Customer stated that they were receiving an error message that states for US or domestic use only.	5/21/2012	Customer Service apologized and informed customer why this error message could be received and directed them to their IP provider for assistance. Customer understood.	Technical Complaints - Miscellaneous
47813	5/31/2012		Tina	Tina	Customer stated they were unable to place or receive a call using their HomeTown account.	6/1/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department fixed the error and customer was able to process a call. Customer was satisfied.	Technical Complaints - Connect Time (TTY/Voice)