

8/8/07

## CapTel Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
CWI	January 2004	0	0	0	0
CWI	February 2004	0	3,704	3,304	3,029
CWI	March 2004	5,152	5,104	4,632	4,108
CWI	April 2004	5,594	5,553	5,089	4,125
CWI	May 2004	5,586	5,479	4,760	4,012
CWI	June 2004	5,627	5,523	4,918	4,194
CWI	July 2004	6,117	6,018	5,323	4,380
CWI	August 2004	6,874	6,874	6,120	5,070
CWI	September 2004	6,368	6,368	5,695	4,665
CWI	October 2004	7,767	7,617	6,628	5,415
CWI	November 2004	7,343	7,343	6,401	5,270
CWI	December 2004	7,688	7,531	6,710	5,676
	<b>YTD Total</b>	<b>64116</b>	<b>67114</b>	<b>59580</b>	<b>49944</b>
CWI	January 2005	7,271	7,271	6,573	5,438
CWI	February 2005	6,127	6,127	5,525	4,599
CWI	March 2005	7,575	7,575	6,737	5,674
CWI	April 2005	7,793	7,793	6,842	5,615
CWI	May 2005	8,467	8,467	7,467	6,134
CWI	June 2005	9,065	9,065	8,055	6,523
CWI	July 2005	8,809	8,809	7,251	6,031
CWI	August 2005	9,720	9,720	8,452	6,921
CWI	September 2005	8,474	8,474	7,469	6,278
CWI	October 2005	9,073	9,073	8,192	6,746
CWI	November 2005	9,450	9,450	8,428	7,124
CWI	December 2005	9,562	9,562	8,614	7,251
	<b>YTD Total</b>	<b>101386</b>	<b>101386</b>	<b>89605</b>	<b>74334</b>
CWI	January 2006	9,035	9,035	8,069	6,748
CWI	February 2006	8,690	8,690	7,684	6,431
CWI	March 2006	9,615	9,615	8,439	7,153
CWI	April 2006	9,098	9,098	8,024	6,798
CWI	May 2006	10,068	10,068	8,953	7,575
CWI	June 2006	9,069	9,069	8,249	7,009
CWI	July 2006	8,613	8,613	7,671	6,245
CWI	August 2006	9,082	9,082	8,194	6,793
CWI	September 2006	9,358	9,358	8,442	6,963
CWI	October 2006	10,315	10,315	9,331	7,814
CWI	November 2006	11,169	11,169	10,124	8,452
CWI	December 2006	11,594	11,594	10,355	8,678
	<b>YTD Total</b>	<b>115706</b>	<b>115706</b>	<b>103535</b>	<b>86659</b>

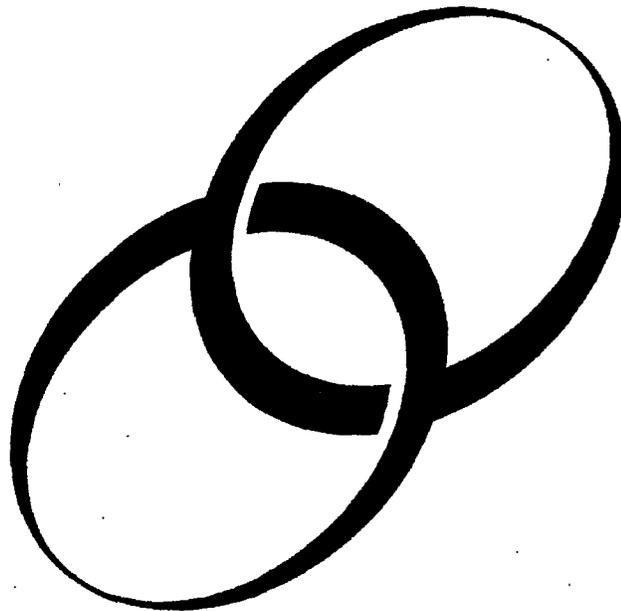
8/8/07

CapTel Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
CWI	January 2007	12,563	12,563	11,259	9,838
CWI	February 2007	11,401	11,401	10,199	8,938
CWI	March 2007	13,867	13,867	12,516	10,640
CWI	April 2007	13,650	13,650	12,236	10,672
CWI	May 2007	14,863	14,863	13,212	11,602
CWI	June 2007	14,375	14,375	12,663	11,117
	<b>YTD Total</b>	<b>80719</b>	<b>80719</b>	<b>72085</b>	<b>62807</b>
<b>Grand Total</b>		<b>361,927</b>	<b>364,925</b>	<b>324,805</b>	<b>273,744</b>
	Average per month	7,097	7,155	6,369	5,368

# Appendix E

## CA Quality Assurance Program



**Wisconsin**  
**Telecommunications**  
Relay System

**Wisconsin  
Telecommunications  
Relay System**

**Monitoring Score**

CA Name: \_\_\_\_\_

CA Number : \_\_\_\_\_ Date: \_\_\_\_\_

Call Type: \_\_\_\_\_ to \_\_\_\_\_

State: \_\_\_\_\_ Station: \_\_\_\_\_

**Formal Monitoring Worksheet**

**Call Set Up**

<u>Category</u>	<u>P/F</u>	<u>Feedback</u>
Response time		
Dials correct number with area code		
Checks terminator profile before dialing		
Observes originator profile		
Follows specific customer instruction		
Properly connects call on both sides		

**Call Content**

<u>Category</u>	<u>P/F</u>	<u>Feedback</u>
Accurate typing		
Uses customer friendly language		
Maintains speed/control of voice consumer		
Voices text consumers conversation verbatim		
Voices in complete phrases or thoughts		
Types voice consumers conversation verbatim		
Accurately conveys conversation tone and inflection		
Keeps the text consumer informed		
Properly executes all technical procedures		
Focuses only on call		
Remained unbiased and uninvolved in the call		
Properly handled Customer Service issues		
Used a tone of voice description		

**Recordings**

<u>Category</u>	<u>P/F</u>	<u>Feedback</u>
Recordings recorded		
Began typing the recording once recognized		
Recordings typed verbatim		
Correct hot keys sent pertaining to call progress		
Consumers' requests properly executed		
Consumer kept informed of process		
Technical procedures regarding recording process followed		

### Call Closing

Category	P/F	Feedback
Properly closed the call		
Voiced proper closing to voice consumer		
Efficiently and properly disconnected the call		

Number Passed (divided by) ↓	Number Answered (equals) ↓	Final Score

**Monitor's**

**Feedback:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CA's**

**Feedback** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CA Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Monitor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Quick Check—Informal Monitoring**

CA Name: \_\_\_\_\_ CA Number: \_\_\_\_\_ Date/Time \_\_\_\_\_  
 State: \_\_\_\_\_ Call Type: \_\_\_\_\_ to \_\_\_\_\_

Category	Points	Observations
Uses correct hot keys		
Uses consumer friendly language		
Uses and voices abbreviations correctly		
Proper use of GA's and SK's		
Focuses only on call		
Types verbatim		
Typos and accuracy		
Keeps voice user at a typable speed		
Voices verbatim		
Voices in complete phrases or thoughts		
Voice tone and inflection		
Keeps users informed		
Follows instructions/Observes Profile		
Follows All Technical Procedures		
Recording Feature		

Score : \_\_\_\_\_ Error Count : \_\_\_\_\_

**Quick Check—Informal Monitoring**

CA Name: \_\_\_\_\_ CA Number: \_\_\_\_\_ Date/Time \_\_\_\_\_  
 State: \_\_\_\_\_ Call Type: \_\_\_\_\_ to \_\_\_\_\_

Category	Points	Observations
Uses correct hot keys		
Uses consumer friendly language		
Uses and voices abbreviations correctly		
Proper use of GA's and SK's		
Focuses only on call		
Types verbatim		
Typos and accuracy		
Keeps voice user at a typable speed		
Voices verbatim		
Voices in complete phrases or thoughts		
Voice tone and inflection		
Keeps users informed		
Follows instructions/Observes Profile		
Follows All Technical Procedures		
Recording Feature		

Score : \_\_\_\_\_ Error Count : \_\_\_\_\_

**Hamilton Telecommunications**  
Relay Floor Decorum Report Form

<b>Decorum Score</b>
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CA Name: \_\_\_\_\_ CA #: \_\_\_\_\_ Date: \_\_\_\_\_

**Scoring:**

1 Needs Improvements	2.2-3.0	Exceeds Standards
2 Meets Standards	1.8-2.1	Meets Standards
3 Exceeds Standards	<1.8	Needs Improvements

Category	Pts	Comments
Maintains a reasonable voice tone		
Keeps headset on at all times/Does not stretch headset cord beyond cubicle		
Productivity		
Returns from breaks and lunch on time		
Keeps workstation clean		
Focuses only on call		
Acts in a professional manner		
Adheres to the Dress Code		
<i>Total Points:</i>	<i># Answered:</i>	<i>Citations -.10:</i>
		<i>Complaints -.10:</i>
		<i>Compliments +.10:</i>
		<i>Decorum Score:</i>

**Supervisor Comments:**

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**CA Comments:**

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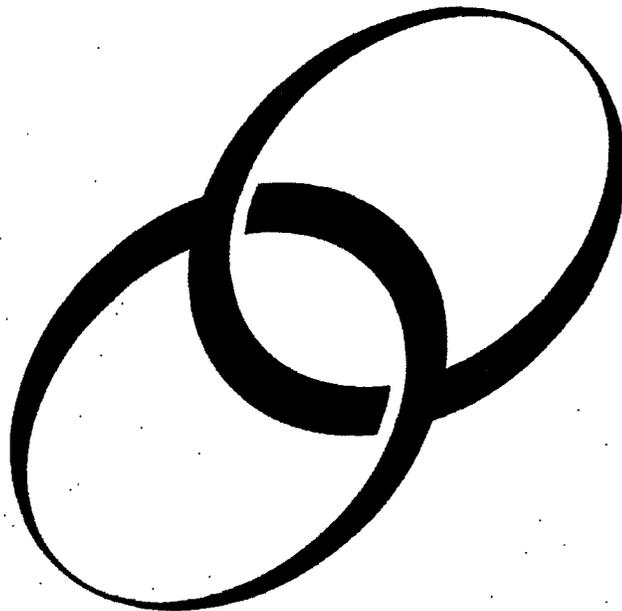


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CA Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Appendix F

## Consumer Complaint Logs



**Wisconsin**  
**Telecommunications**  
Relay System

June 24, 2003

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-A325  
Washington, DC 20544

Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington DC 20544  
emyers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2002 through May 31, 2003  
Docket # 98-67

Dear Ms. Dortch and Ms. Myers,

The Wisconsin Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

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

- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available 24 hours a day
- CA Typing Speed
- CA Typing
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to offer or use proper Speech to Speech Call Handling Procedures
- Failed to offer or use proper Spanish to Spanish Call Handling Procedures
- VCO Break-Down
- HCO Break-Down
- STS Break-Down
- 711 Problems
- ASCII/Baudot Break-Down
- Line Disconnected
- Confidentiality Breach
- Replaced CA improperly in the middle of a call
- Carrier of Choice not Available/Other Equal Access problems
- Did not supply information on how to file a complaint with the FCC

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# Wisconsin Complaint Report

6/1/02 to 5/31/03

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

*Inquire Date 9/10/02  
Record ID 10706  
Call Taken By DT/TB  
CA Number 6737  
Responded By TB  
Response Date 9/17/02  
Resolution 9/17/02*

Customer called to report that CA hung up on the Customer.

It was determined from call detail records that the CA did disconnect the Customer. The supervisor discussed the situation with the CA and escalated this complaint to the Program Director for disciplinary action. The CA does not have a history of disconnecting customers. The CA has been coached and disciplined. If this occurs again, further disciplinary action will be taken.

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## ***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

*Inquire Date 5/13/03  
Record ID 12052  
Call Taken By BR/TB  
CA Number 6862  
Responded By TB  
Response Date 5/13/03  
Resolution 5/13/03*

Customer called to complain that the CA did not know how to process a Single Line Answering Machine (SLAM) request.

The Supervisor retrained the CA on the SLAM procedure and instructed the CA to call for a supervisor in the future if unsure of a policy or procedure. Customer Service Manager notified the Customer of the resolution via e-mail.

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## ***Service Complaints-- Ringing/No Answer***

*Inquire Date 2/21/03  
Record ID 11599  
Call Taken By TT  
CA Number  
Responded By TT  
Response Date 2/21/03  
Resolution 2/21/03*

Customer stated that they called the relay and was informed by a CA that the line was busy.

Customer Service Representative explained that we were experiencing high call volumes at that time and suggested that the Customer stay on the line for the next available CA. Customer Service Representative further explained that the customer had received a recorded courtesy message that states, "You have reached the relay. Please hold for a CA". Customer understood and agreed to do so.

On 2/21/03 - WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (90 percent of all calls were answered within ten seconds.)

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## ***Technical Complaints--Busy Signal/Blockage***

*Inquire Date 6/25/02  
Record ID 10214  
Call Taken By TB  
CA Number  
Responded By TB  
Response Date 6/25/02  
Resolution 6/25/02*

TTY Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until all technical difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10215  
**Call Taken By** TB  
**CA Number**  
**Responded By** TB  
**Response Date** 6/25/02  
**Resolution** 6/25/02

TTY Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10216  
**Call Taken By** TB  
**CA Number**  
**Responded By** TB  
**Response Date** 6/25/02  
**Resolution** 6/25/02

TTY Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10217  
**Call Taken By** LTRS/TB  
**CA Number**  
**Responded By** LA TRS CS  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Voice Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10224  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer tried to call WTRS via 711 and 800 access numbers but received a recording that said, "The number you dialed has been disconnected. No further information is available."

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10238  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10239  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10240  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10242  
**Call Taken By** TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10244  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10245  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10246  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10247  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10248  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10249  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** TT  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

---

**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date** 6/25/02  
**Record ID** 10250  
**Call Taken By** Sup/TT  
**CA Number**  
**Responded By** Supervisor  
**Response Date** 6/25/02  
**Resolution** 6/25/02

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date 6/25/02  
Record ID 10251  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02**

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date 6/25/02  
Record ID 10252  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02**

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date 6/25/02  
Record ID 10253  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02**

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date 6/25/02  
Record ID 10254  
Call Taken By Sup/TT  
CA Number  
Responded By TT  
Response Date 6/25/02  
Resolution 6/25/02**

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date 6/25/02  
Record ID 10255  
Call Taken By Sup/TT  
CA Number  
Responded By Supervisor  
Response Date 6/25/02  
Resolution 6/25/02**

Customer wanted to know why the relay 800 numbers and 711 did not work.

Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service 800 number as an alternative until our difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date 6/25/02  
Record ID 10241  
Call Taken By TT  
CA Number  
Responded By TT  
Response Date 6/25/02  
Resolution 6/25/02**

Customer attempted to call the Louisiana Relay Service 800 number as instructed by WTRS Customer Service but it did not work.

Customer Service Representative explained that the Louisiana Relay Service was now experiencing the same technical problems as WTRS and instructed the Customer to call the Kentucky Relay Service 800 number as an alternative until all technical difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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**Technical Complaints--Busy  
Signal/Blockage**

**Inquire Date 6/25/02  
Record ID 10243  
Call Taken By TT  
CA Number  
Responded By TT  
Response Date 6/25/02  
Resolution 6/25/02**

Customer wanted to know why the Louisiana Relay Service TTY 800 number that Customer Service gave did not work.

Customer Service Representative explained that the Louisiana Relay Service was now experiencing the same technical problems as WTRS and instructed the Customer to call the Kentucky Relay Service 800 number as an alternative until all technical difficulties are resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected all WTRS 800 and 711 numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

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

**Inquire Date 7/2/02  
Record ID 4755  
Call Taken By Supervisor  
CA Number  
Responded By Christa Cervantes  
Response Date 7/2/02  
Resolution 7/8/02**

This customer was very upset because she wanted to use Ameritech as her long distance carrier, but was unable to do so. She did not understand why Ameritech is not a carrier through the relay service.

Customer Service explained that Ameritech chose not to be a carrier through the relay service and therefore the relay was unable to select Ameritech as her carrier. Customer Service suggested that she call Ameritech and voice her concerns to them regarding this issue. Customer Service also explained to her the process of becoming a carrier through the relay.

This customer was put in contact with the Contract Manager in Wisconsin for further updates on this issue.

Ameritech was contacted by the Contract Manager in Wisconsin regarding this issue. Ameritech was asked to become a carrier through the relay and to open up their CIC in the relay's tandem in Baton Rouge, LA. Ameritech refused to do so, stating they are not a long distance provider outside of Wisconsin and were restricted to their local area only. The State of Wisconsin is aware of this issue and Hamilton continues to work with both the State of Wisconsin and Ameritech SBC in resolving this problem.

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

**Inquire Date 9/16/02  
Record ID 10738  
Call Taken By dd/DF  
CA Number  
Responded By DF  
Response Date 9/24/02  
Resolution 9/25/02**

Customer tried to dial 920-208-0837 using 10-10-887 through relay, but was informed by the CA that the system was unable to dial out and requested the customer try again. Customer called to determine the cause.

9/24/02 8:50 a.m. Customer Service Representative left a answering machine message informing the customer that technicians are working to determine the cause of the situation and that it appeared at the time of the call that the number was either busy or a non-working number (re-order).

Customer called back 9/24/02 at 4:00 p.m. and asked what he needed to do in order to use Power Com through relay since Power Com is not a participating carrier with relay at this time. Customer expressed interest in performing a test call so that Customer Service could oversee what was happening when dialing 10-10-887 to reach a TTY at 920-208-0837.

9/24/02 4:00 p.m. Customer Service Representative oversaw the test call. CA received a pop up box reading, "Dial failure. Dial failed. Please redial call." CA tried 3 or 4 more times unsuccessfully. Customer Service Representative assured Customer that this would be researched further.

9/25/02 4:00 p.m. Customer Service Representative left message asking the Customer to contact Power Com and confirm that the 10-10 number is a working 10-10 number and to have Power Com explain the recording "pls call your long distance carrier for assistance" when the Customer Service Representative dialed directly.

9/30/02 Customer Service Manager called the customer and left a message on his answering machine. Customer Service asked the customer to contact Customer Service if he continues to experience problems processing his relay calls using the 10-10-887 or if he has any questions regarding this issue.

10/7/03 Customer Service Manager called the customer again and left the same message as above. Customer Service has not received a call back from this customer.

6/17/03 Customer Service Manager called the customer and left a message on his answering machine asking him to contact Customer Service if he is still experiencing difficulty with these types of calls.

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

**Inquire Date 1/30/03  
Record ID 11478  
Call Taken By TT/TB  
CA Number 6592  
Responded By TB  
Response Date 2/3/03  
Resolution 2/3/03**

Profiled TTY customer whose Carrier of Choice is TDS was unable to place long distance calls through WTRS. It has worked previously, but her long distance calls are now blocked.

The Customer Service Representative contacted TDS, who confirmed that this individual has long distance service through their company. Customer Service Representative called Customer back with this information.

The Supervisor determined that the Customer wanted to make a call using TDS Metrocom, which is not a participating Carrier.

It was later learned that TDS might have changed its Carrier Identification Code (CIC). Customer Service Manager offered to send Customer a free Hamilton pre-paid calling card but she declined. Technicians are working with TDS to add new CIC.

2/5/03 TDS and Hamilton technicians worked together and added TDS to our list of carriers. The customer filled out a profile and selected TDS Metrocom as her preferred long distance carrier.

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

**Inquire Date 4/3/03  
Record ID 11886  
Call Taken By JT/DT/TT  
CA Number  
Responded By JT  
Response Date 4/3/03  
Resolution 4/3/03**

Customer requested to select IDT as his Carrier of Choice.

Supervisor Aide explained to the customer that IDT is not a participating long distance carrier through the relay system and encouraged him to contact IDT to become a participating Carrier of Choice. Customer felt that WTRS should make the contacts.

In order to assist the customer, the Customer Service Manager has attempted to contact the customer numerous times since the initial contact, but has never received an answer. This customer does not have an answering machine and Customer Service does not have a mailing address for this customer. Therefore, Customer Service has been unable to further assist the customer.

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**Technical Complaints--Line  
Disconnected**

**Inquire Date 6/25/02  
Record ID 10266  
Call Taken By TT/TB  
CA Number 6599  
Responded By TT  
Response Date 6/25/02  
Resolution 6/25/02**

TTY user stated that the line was disconnected during the relay call. During the conversation, the customer mentioned that s/he did not feel s/he could talk about the subject over the phone because it was confidential, then hung up.

The Supervisor spoke with the CA, who remembered the call. It was a technical problem in which the voice user on the terminating side dropped suddenly. The CA was unable to remember any specifics except that the relay was busy and another call came in immediately. The supervisor discussed with the CA the importance of documenting and informing a supervisor any time a call drops or technical problems arise.

The customer remained anonymous and did not leave a telephone number for further follow up. The Customer Service Manager asked the Hamilton technicians to research technical records from this call. The technicians could not locate any problem in the system.

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**Technical Complaints--Line  
Disconnected**

**Inquire Date 3/19/03  
Record ID 11783  
Call Taken By BW/TB  
CA Number 6528  
Responded By BW  
Response Date 3/19/03  
Resolution 3/19/03**

Customer reported that the CA hung up on her daughter's phone call and that the CA continuously disconnects calls.

The Supervisor apologized and informed the customer that the CA had not intentionally disconnected the call. It was due to a technical difficulty in a telecommunication facility which resulted in the call being disconnect. The CA was counseled and it was determined he/she followed correct procedures.

The customer was satisfied.

June 24, 2004

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington DC 20554  
Erica.Myers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2003 through May 31, 2004  
DA 04-1599

Dear Ms. Dortch and Ms. Myers,

The State of Wisconsin, Division of Enterprise Technology, respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Typing Speed
- CA Typing
- Confidentiality Breach
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call

- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Service complaint categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In most cases, it is not clear if the calls that generated these complaints came through the relay centers that process Wisconsin relay calls. Our relay provider, Hamilton Relay, believes that most of these calls were not processed through its relay centers. However, the State of Wisconsin wanted the FCC to have this information. In May of this year, Hamilton began blocking all calls from international IP addresses.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Wisconsin Telecommunications Relay System Complaint Report**

**6/1/03 to 5/31/04**

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**External Complaints--  
Miscellaneous**

Customer wanted to know the steps to get a subpoena in order to get records of harassing calls through the relay.

**Inquire Date 9/30/03  
Record ID 12701  
Call Taken By KH/TT  
CA Number  
Responded By KH  
Response Date 9/30/03  
Resolution 9/30/03**

Hamilton's National Account Manager suggested reporting this type of activity to the local authorities. The Account Manager further explained that if the Customer gets a Court order, then we could release the call information to the Court. The Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Customer called to report receiving harassing phone calls from 8:00 - 9:00 a.m. every day (not through relay).

**Inquire Date 11/12/03  
Record ID 12867  
Call Taken By BW  
CA Number  
Responded By BW  
Response Date 11/12/03  
Resolution 11/13/03**

Customer Service suggested the Customer call his/her local telephone company or the local authorities to report the incident.

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**External Complaints--  
Miscellaneous**

Customer called to report receiving harassing phone calls at 1:30 pm and 4:15 pm with explicit language. Customer wanted to know how to report the calls.

**Inquire Date 12/1/03  
Record ID 12939  
Call Taken By BW/JB  
CA Number  
Responded By BW  
Response Date 12/1/03  
Resolution 12/1/03**

Supervisor suggested he call the local police to report the incident and explained relay confidentiality. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

Officer called regarding a call made the previous night from a hearing impaired person using relay and threatening the hearing person who received the call. Officer wanted to know how he could get a record of that call.

**Inquire Date 12/16/03  
Record ID 12976  
Call Taken By MA/JR  
CA Number  
Responded By JR  
Response Date 12/16/03  
Resolution 12/16/03**

Customer Service Manager explained that if a Court order is obtained, then we could release the call information to the Court. Caller was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date 12/22/03  
Record ID 12999  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 12/22/03  
Resolution 12/22/03**

Customer called to report he had 3 different occurrences of people contacting him through relay to order equipment from his small business using fraudulent credit cards.

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. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested reporting this type of activity to the local authorities.

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**External Complaints--  
Miscellaneous**

**Inquire Date 1/26/04  
Record ID 13135  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 1/26/04  
Resolution 1/26/04**

The Customer received a call through Sprint relay on Saturday which he thought was a fraudulent call.

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 the call was coming through Sprint Internet Relay, Customer Service gave the Customer Service number for Sprint Relay to the Customer.

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**External Complaints--  
Miscellaneous**

**Inquire Date 1/26/04  
Record ID 13145  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 1/26/04  
Resolution 1/26/04**

The Customer's place of employment has been receiving fraudulent calls through other relay services and wanted to know if we could help them.

The Customer stated that they are currently working with the police, but are trying to track where the calls had originated. The Customer stated that the calls were through IP Relay, Sprint Relay and AT&T Relay.

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. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. Because the Customer stated the calls were coming from other Internet Relay providers, Customer Service gave the appropriate Customer Service numbers for the other providers to the Customer. Customer Service thanked the caller for calling the police department as that is our recommendation under these circumstances. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date 1/27/04  
Record ID 13156  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 1/27/04  
Resolution 1/27/04**

The Customer reported receiving a fraudulent call after 2:00 pm. and wanted to know how to resolve the situation.

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. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the Customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer was pleased.

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**External Complaints--  
Miscellaneous**

**Inquire Date 2/20/04  
Record ID 13294  
Call Taken By AH/JB  
CA Number  
Responded By AH  
Response Date 2/20/04  
Resolution 2/20/04**

Customer called to report a fraudulent call, and wanted the relay to do something about it. The Customer stated that the call was made on 2/20/04 and was through AT&T Relay Service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the Customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. Because the Customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for AT&T to the Customer. Customer Service suggested reporting this type of activity to the local authorities. The Customer has since filed a complaint through AT&T Relay Service.

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**External Complaints--  
Miscellaneous**

**Inquire Date 2/25/04  
Record ID 13327  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 2/25/04  
Resolution 2/25/04**

The Customer has received some calls he thought were fraudulent through Sprint Relay and wanted to know how to handle these calls.

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. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. Because the Customer stated the calls were coming from Sprint Relay, Customer Service gave the appropriate Customer Service number for Sprint to the Customer. Customer Service suggested that the Customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date 3/14/04  
Record ID 13407  
Call Taken By BT/TT  
CA Number  
Responded By BT  
Response Date 3/14/04  
Resolution 3/14/04**

The Customer has been receiving harrasing calls through relay and wanted to know what the relay can do to block the calls.

Customer Service explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call his/her local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court. Customer understood.

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**External Complaints--  
Miscellaneous**

**Inquire Date 3/17/04  
Record ID 13420  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 3/17/04  
Resolution 3/17/04**

The Customer called because she has received 3 separate fraudulent relay calls in the past week in which the callers wanted to ship shoes to Nigera. The Customer had the CA number from the most recent relay call.

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. Customer Service then apologized for the Customer's inconvenience and assured her the situation would be investigated.

The Technical Department searched call records for the CA's number and determined that the call was not made through Hamilton Internet Relay Service.

Customer Service followed up with the Customer and explained the situation. Because the calls were not coming from Hamilton Relay, Customer Service gave the appropriate Customer Service numbers for other relay providers to the Customer. Customer Service then suggested that if the Customer receives fraudulent calls in the future, to take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date 4/8/04  
Record ID 13533  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 4/8/04  
Resolution 4/8/04**

The Customer called because she received prank calls through IP Relay and wanted to find out who made the calls.

Customer Service gave the appropriate Customer Service number for IP Relay (operated by MCI) to the Customer. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date 4/21/04  
Record ID 13594  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 4/21/04  
Resolution 4/21/04**

The Customer reported receiving fraudulent calls through relay. The Customer felt that these frequent calls came from the same person and wanted information on how to prevent these calls from happening again.

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. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested reporting this type of activity to the local authorities. The Customer was satisfied and very thankful.

---

**External Complaints--  
Miscellaneous**

**Inquire Date 4/22/04  
Record ID 13596  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 4/22/04  
Resolution 4/22/04**

Customer reported receiving a threatening phone call from a relay user and wanted to know how to track the call. The Customer had already contacted the police.

Customer Service thanked the caller for calling the police department as that is our recommendation under these circumstances. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court. The Customer was satisfied and thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date 4/30/04  
Record ID 13617  
Call Taken By BC/TT  
CA Number  
Responded By TT  
Response Date 4/30/04  
Resolution 4/30/04**

The Customer reported receiving a prank call through AT&T Internet Relay last night that has made her very nervous and worried. She wanted to know if it is possible to trace the call.

Because the calls were not coming from Hamilton Relay, Customer Service gave the appropriate Customer Service number for AT&T to the Customer. Customer Service then suggested that if the Customer receives fraudulent calls in the future, to take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. The Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date 5/11/04  
Record ID 13642  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 5/11/04  
Resolution 5/11/04**

The Customer called and stated that her place of business has been receiving harrassing phone calls through relay from a known caller. The Customer wanted to know if there is a way to block the caller.

Customer Service explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call her local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court. The Customer was thankful.

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**External Complaints--  
Miscellaneous**

**Inquire Date 5/11/04  
Record ID 13644  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 5/11/04  
Resolution 5/11/04**

Customer called to report receiving a relay call in which the person called his place of business and used vulgar language. The Customer wanted to know if this was something that occurred often.

Customer Service explained that this is not a common occurrence with relay. Customer Service further suggested that the Customer call her local telephone company or report the incident to local police. The Customer was thankful.

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

**Inquire Date 7/21/03  
Record ID 12387  
Call Taken By TT  
CA Number 6277  
Responded By BG  
Response Date 7/21/03  
Resolution 7/21/03**

Customer stated that the CA hung up after he gave the CA a number to call. The Customer did not want a follow up.

Customer Service apologized to the Customer for the inconvenience and explained that matter would be investigated.

Upon counseling by the Operations Manager, the CA stated that as a call came in, the computer locked up. The TTY user typed "Please call..." but the CA was not able to respond. The CA called for a Supervisor for assistance, who documented the incident. It was determined that the CA had correctly followed all procedures.

---

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

**Inquire Date 9/3/03  
Record ID 12560  
Call Taken By JR  
CA Number  
Responded By JR  
Response Date 9/3/03  
Resolution 9/3/03**

Customer called to express his displeasure because he was leaving a lengthy message on the bank's answering machine and then discovered that the line has been disconnected.

Customer Service apologized for the Customer's inconvenience and asked for a CA number in order to identify the CA who had handled her call. Without the needed information, it was not possible to research this call further. Customer Service suggested the Customer continue to contact us any time. The Customer was thankful.

---

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

**Inquire Date 9/24/03  
Record ID 12668  
Call Taken By SS  
CA Number 6584  
Responded By BW  
Response Date 9/25/03  
Resolution 9/25/03**

TTY Customer asked the CA at end of call to verify that the voice caller had hung up. The CA did not respond and did not type her CA # at the end of the relay call. The Customer stated the CA had apparently hung up.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated.

Upon counseling, the CA explained that she did not recall the TTY user asking for a CA number. It was determined by the Technical Department that the CA did send the appropriate hot keys, but the party disconnected before the information was transmitted. CA was coached by the Supervisor and was told to watch modem signals for both the originator and the terminator and wait for their connections to drop before hanging up.

---

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

**Inquire Date 1/15/04  
Record ID 13099  
Call Taken By JB  
CA Number 6668  
Responded By JB  
Response Date 1/15/04  
Resolution 1/16/04**

Customer reported that the CA hung up on them during his call between 8:00 and 9:00 pm on 1/14/04. Customer does not need follow-up regarding the incident.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated. The Customer was satisfied.

It was determined by the Technical Department that the CA had followed proper call procedures.

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

**Inquire Date 3/1/04  
Record ID 13345  
Call Taken By VW/TT  
CA Number  
Responded By BG  
Response Date 3/2/04  
Resolution 3/2/04**

Customer complained that the CA hung up on him/her. Customer does not need follow-up regarding the incident.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated. The Customer was satisfied.

Upon counseling, the CA stated the Customer had not given a number to dial.

It was determined by the Technical Department that the Customer disconnected the line and that the CA had followed proper call procedures.

---

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

**Inquire Date 4/23/04  
Record ID 13603  
Call Taken By JB  
CA Number 6975  
Responded By JB  
Response Date 4/23/04  
Resolution 4/26/04**

Customer reported that the CA did not identify herself properly and misdialed the phone number. The Customer then requested to speak to a Supervisor and asked the Supervisor for a different CA. The Customer's call was disconnected after talking with the Supervisor.

Customer Service apologized for the Customer's inconvenience and assured the Customer the situation would be investigated.

The CA was counseled and retrained on proper procedures on identifying herself as CA and was reminded to double-check the number before dialing out.

The Supervisor who handled the change in CAs stated that the CA accidentally disconnected the line when transferring to a different CA.

Customer Service called the Customer back and explained the situation. The Customer was satisfied.

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***Service Complaints--CA Typing***

*Inquire Date 7/2/03  
Record ID 12326  
Call Taken By VW/TT  
CA Number 6679  
Responded By BG  
Response Date 7/8/03  
Resolution 7/8/03*

Customer complained that this CA was typing badly on purpose (i.e garbling). When the Customer nicely asked the CA to type clearly, the CA typed obscene language and hung up. The Customer said they got the same CA 5 times and the CA hung up.

Customer Service apologized for the Customer's inconvenience and assured the Customer that the incident would be investigated.

Upon counseling by the Operations Manager, the CA stated that the terminating party was talking to someone else in the background so the CA typed exactly what she heard in the background. The CA typed the conversation as well as all background noise. When the CA indicated the party hung up, the Customer typed profane language then disconnected.

It was determined by the Technical Department that the Customer had disconnected the line rather than the CA. It was also determined that the consumer called only once.

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***Service Complaints--CA Typing Speed***

*Inquire Date 4/12/04  
Record ID 13569  
Call Taken By SW/TT  
CA Number 6973  
Responded By TT  
Response Date 4/14/04  
Resolution 4/14/04*

A voice Customer reported that the CA has slow typing and occasionally interrupts during the conversation with a Deaf friend. The user also stated that the CA talked extremely slow and did not voice concepts.

Customer Service apologized for the Customer's inconvenience and assured the Customer that the incident would be investigated.

Upon counseling, the CA did not recall this particular call and stated she tends to wait for the GA to begin voicing. The CA was retrained on procedures regarding voice inflection and asking the voice user to speak more slowly.

Customer Service followed up with the Customer and explained the situation. The Customer was satisfied.

In checking the CA's typing scores it was found that the CA has a typing speed of 61.6 wpm with 95% accuracy.

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***Service Complaints--Poor Vocal Clarity/Enunciation***

*Inquire Date 12/8/03  
Record ID 12962  
Call Taken By PB/TB/JB  
CA Number 6862  
Responded By BW  
Response Date 12/10/03  
Resolution 12/11/03*

(Via email) Voice Customer stated that the CA voiced word for word at the exact pace it was typed, and the CA's voice sounded very monotone. When the CA asked for clarification, it was done in an unprofessional manner. Customer had to repeat and clarify often for CA.

Customer Service apologized to the Customer for the inconvenience and explained that the CA will be counseled and will be monitored frequently to ensure procedures are being followed.

The CA has been retrained on proper procedures and will be monitored frequently.

---

***Service Complaints-- Ringing/No Answer***

*Inquire Date 8/13/03  
Record ID 12466  
Call Taken By DW/SS  
Number  
Responded By DW  
Response Date 8/13/03  
Resolution 8/13/03*

The Customer asked the CA to get a Supervisor immediately and complained about getting a relay answering machine.

The Supervisor explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA.

On 8/13/03 - WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (92% of calls were answered within 10 seconds on this day.)

---

**Service Complaints--  
ringing/No Answer**

Customer reported problems getting through relay to make a call and he wanted to know if there is a relay center problem.

**Inquire Date 8/25/03  
Record ID 12510  
Call Taken By SS  
CA Number  
Responded By SS  
Response Date 8/25/03  
Resolution 8/25/03**

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA.

On 8/25/03 - WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of calls were answered within 10 seconds on this day.)

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**Service Complaints--  
Ringing/No Answer**

The Customer complained that he got a gibberish reply, no response, then a continuous ringing when he called the relay few times. He wanted to find out why the relay center was not working right.

**Inquire Date 9/3/03  
Record ID 12558  
Call Taken By KH/TT  
CA Number  
Responded By KH  
Response Date 9/3/03  
Resolution 9/3/03**

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA.

On 9/3/03 - WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (89% of calls were answered within 10 seconds on this day.)

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**Technical Complaints--711  
Problems**

VCO Customer was unable to connect with the CA when dialing 711. The Customer had dialed 711 successfully several times before.

**Inquire Date 8/27/03  
Record ID 12536  
Call Taken By JT/SS  
CA Number  
Responded By SS  
Response Date 8/29/03  
Resolution 8/29/03**

Customer Service explained that Customer needs to send "VCO on" to the CA when dialing 711. Customer Service also suggested that the Customer complete a Customer Profile and select the "VCO without keyboard" option. The Customer was thankful.

---

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

The Customer was unable to process a long distance call through relay. The Customer had already contacted CenturyTel, who reported no problem in their system that would prevent her from making long distance calls.

**Inquire Date 2/3/04  
Record ID 13199  
Call Taken By  
CA Number  
Responded By JB  
Response Date 2/3/04  
Resolution 2/9/04**

The Technical Department contacted CenturyTel in order to resolve this issue. After several follow up calls from this Customer, Customer Service informed the Customer that we would call them back when this issue is resolved.

The Technical Department has since resolved the issue with CenturyTel. Customer Service informed the Customer, who was satisfied.

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

**Inquire Date 3/23/04  
Record ID 13456  
Call Taken By BJR/TT  
CA Number  
Responded By TT  
Response Date 3/24/04  
Resolution 3/24/04**

Customer stated that N Sight is not listed on the relay carrier of choice list and she would like to use them as her long distance carrier through relay.

Customer Service suggested that she contact N Sight and ask them to become a participating relay carrier. Customer Service also explained to her the process of becoming a carrier through the relay. Alternatively, Hamilton offered to assist Customer as needed.

At this time, N Sight is still not a long distance carrier accessible through relay.

---

**Technical Complaints--HCO  
Break-Down**

**Inquire Date 11/13/03  
Record ID 12871  
Call Taken By BJR  
CA Number  
Responded By BJR  
Response Date 11/13/03  
Resolution 11/13/03**

Customer is helping a middle school student use HCO for first time and could not complete a call. They did not receive any response after requesting HCO at the relay and the line was disconnected.

Customer Service told the Customer that they were doing everything correctly and informed the Customer to request a Supervisor if they type "HCO pls ga" and don't receive a response in typing from the CA. Customer Service encouraged the Customer to call us back should they experience any more problems or have any questions. The Customer was satisfied.

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**Technical Complaints--  
cellaneous**

**Inquire Date 3/30/04  
Record ID 13496  
Call Taken By TT  
CA Number 6977  
Responded By TT  
Response Date 4/1/04  
Resolution 4/1/04**

Customer was frustrated that the CA did not follow her request to place charges to SBC for a long distance relay call. The Customer kept informing the CA to remember SBC.

The Supervisor apologized for the Customer's inconvenience and explained that the workstation had a technical problem due to a new software load. The CA had selected SBC, but AT&T appeared on the CA's monitor so the CA did not dial out and was attempting to correct the situation when the call was dropped.

Customer Service followed up with the Customer and stated that the Technical Department had installed a newer version of the software which resolved the problem. The Customer was satisfied.

---

June 24, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Dana Jackson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12th Street, SW  
Room CY-C417  
Washington, DC 20554  
[Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov)

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005  
DA 05-1681

Dear Ms. Dortch and Ms. Jackson,

The State of Wisconsin, Division of Enterprise Technology, respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues

- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear if the calls that generated these complaints came through the relay centers that process Wisconsin relay calls. However, the State of Wisconsin wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# Wisconsin Relay Complaint Report

6/1/04 to 5/31/05

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**External Complaints--  
Miscellaneous**

**Inquire Date** 6/29/04  
**Record ID** 13757  
**Call Taken By** BW/JB  
**CA Number**  
**Responded By** BW/UB  
**Response Date** 6/29/04  
**Resolution** 6/30/04

Customer had received a relay call from MCI IP Relay with a suspicious order.

Supervisor 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 the call came from another Internet Relay provider, the Supervisor gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 8/23/04  
**Record ID** 13912  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 8/23/04  
**Resolution** 8/23/04

Customer has been experiencing relay scam calls through MCI IP Relay. Customer wanted to know how the relay calls are paid for and other than calling the police, what else can be done to stop these calls.

Customer Service explained to the customer how relay is paid for. 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 the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 8/24/04  
**Record ID** 13927  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 8/24/04  
**Resolution** 8/24/04

A business was experiencing a harassing caller wanting to make a relay call. When the customer informed the caller that their place of business does not provide relay calls, the caller would hang up and call numerous times in a row for the same reason.

Customer Service educated the customer to refer this caller to contact 711 in order to make a relay call and referred the customer to local law enforcement, if harassment continues. Customer was thankful.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 8/25/04  
**Record ID** 13931  
**Call Taken By** MA  
**CA Number**  
**Responded By** MA  
**Response Date** 8/25/04  
**Resolution** 8/25/04

A business received a fraudulent call through MCI IP Relay. Customer needed the phone number.

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 the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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**External Complaints--  
Miscellaneous**

Customer has received fraudulent calls through the relay and wanted to know who to report them to. Customer received these calls through Sprint Relay.

*Inquire Date 10/27/04  
Record ID 14099  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 10/27/04  
Resolution 10/27/04*

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 the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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**External Complaints--  
Miscellaneous**

Customer is a cellular phone user and having problems using relay to place a call.

*Inquire Date 11/22/04  
Record ID 14196  
Call Taken By TB/MA  
CA Number  
Responded By TB/MA  
Response Date 11/30/04  
Resolution 11/30/04*

Customer Service worked with the customer and performed test calls to determine that the problem needs to be resolved by the cellular provider. Customer will work with the cellular provider to resolve the problem.

---

**External Complaints--  
Miscellaneous**

Customer had received a disturbing MCI IP relay call. Customer wanted to know more about the relay system.

*Inquire Date 12/16/04  
Record ID 14241  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 12/16/04  
Resolution 12/16/04*

Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer and directed the customer to contact law enforcement. Customer was appreciative.

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

Customer called and expressed his displeasure that the CA did a poor job of clarifying names while on the call. Customer felt that the names should have been clarified in the beginning and spelled correctly throughout the duration of the call.

*Inquire Date 1/25/05  
Record ID 14351  
Call Taken By MA  
CA Number 6927  
Responded By JR  
Response Date 1/31/05  
Resolution 1/28/05*

Supervisor counseled the CA on the importance of clarifying and spelling the names accurately. Customer was satisfied with the follow-up.

---

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

Customer stated that CAs were disconnecting on him when he connected with the relay on one specific day.

*Inquire Date 7/18/04  
Record ID 13843  
Call Taken By JB  
CA Number  
Responded By JB  
Response Date 7/26/04  
Resolution 7/26/04*

Customer Service apologized and assured the customer that the problem would be resolved as soon as possible. Customer was satisfied and did not want a follow-up call. Technical discovered that two CAs disconnected calls on that day. Neither CA works for Hamilton any longer.

---

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

**Inquire Date 9/12/04**  
**Record ID 14003**  
**Call Taken By BW/TT**  
**CA Number 6944**  
**Responded By TT**  
**Response Date 9/23/04**  
**Resolution 9/23/04**

VCO customer complained that the CA censored their phone conversation and did not relay verbatim. Customer discussed politics with the voice party and the line was cut off in the middle of the conversation. Customer blamed the CA for the censor of the call and the disconnection.

CA recalled that there was a technical problem with the customer's TTY because the customer did not receive the CA's typing, and the connection seemed to fail during the conversation. Supervisor witnessed the call, and the call was documented on an observation sheet. Technical did an investigation and confirmed that the customer and other party disconnected before the CA hung up. CA followed the procedure properly. Customer was satisfied.

---

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

**Inquire Date 2/14/05**  
**Record ID 14403**  
**Call Taken By SW/TT**  
**CA Number 6592**  
**Responded By BG**  
**Response Date 2/14/05**  
**Resolution 2/14/05**

TTY user complained that the CA hung up on the user, when the user asked the CA to hold for a live person.

CA admitted hanging up on the user because the customer was calling the CA a name. The Operation Manager told the CA not to disconnect any call and call a supervisor for assistance. A written warning was placed in the CA's file. The user did not want a follow up.

---

**Service Complaints--CA Typing**

**Inquire Date 9/13/04**  
**Record ID 14020**  
**Call Taken By TT**  
**CA Number 1278**  
**Responded By BW**  
**Response Date 9/27/04**  
**Resolution 9/27/04**

Customer reported that the CA was extremely slow and the customer had to repeat often.

Customer Service apologized for the incident and assured the customer that the CA would be counseled. The CA was counseled in proper calling procedures. The CA's typing speed was 65 WPM with 100% accuracy, however, the CA completed a refresher typing course. Customer was satisfied.

---

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

**Inquire Date 2/1/05**  
**Record ID 14360**  
**Call Taken By PB/TT**  
**CA Number 6991**  
**Responded By TT**  
**Response Date 2/2/05**  
**Resolution 2/2/05**

Voice user complained that the CA was unprofessional. Voice user asked the CA to repeat the sentence that the TTY user typed. CA stated that the CA could only repeat the last line that the TTY user typed. Voice user said that the CA coughed several times during the call. Voice user wanted a follow up call.

CA was unaware of being unprofessional and was trying to follow the policy. Supervisor counseled the CA about the policy of repeating information typed since the last GA. CA was informed to request a Supervisor if the CA was uncertain about a policy or a request from a customer. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 5/18/05  
Record ID 14666  
Call Taken By TB/JR  
CA Number 6455  
Responded By JR/TB  
Response Date 5/24/05  
Resolution 5/24/05***

Customer e-mailed Customer Service with a complaint about the CA not being able to follow instructions during a call. Customer requested that the CA inform her after the end of an answering machine recording so she could leave a message. Customer received a typed message stating "ans mch ga."

Customer Service apologized to the customer for the inconvenience CA was counseled on VCO answering machine procedures. Customer was satisfied.

---

***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date 5/23/05  
Record ID 14653  
Call Taken By JR  
CA Number 6440  
Responded By JR  
Response Date 5/23/05  
Resolution 5/23/05***

Customer stated that he called and reached an answering machine. Customer received no TTY activity from the CA until the CA typed "beep GA." Customer wanted a follow up call.

CA does not use the recording feature during 2LVCO calls and types as much as the CA can when reaching an answering machine. This call reached an automated answering machine that made a "beeping" sound without any recorded message. The CA had appropriately followed the 2LVCO policy and procedures. Customer Service called and educated the customer on 2LVCO policy and procedure. Customer was very thankful.

---

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

***Inquire Date 8/9/04  
Record ID 13885  
Call Taken By RLG/JB/TB  
CA Number  
Responded By JB/TB  
Response Date 8/9/04  
Resolution 8/9/04***

A police officer reported that he received a harassment complaint that was made through relay. He wanted to know the procedures of tracing some calls made through relay.

Customer Service explained that we would need a subpoena requesting specific information before releasing information. Assistant Operations Manager sent a letter explaining our policy on releasing information. The police officer was satisfied.

---

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

***Inquire Date 8/17/04  
Record ID 13901  
Call Taken By BW/TT  
CA Number  
Responded By TT  
Response Date 8/18/04  
Resolution 8/18/04***

Customer received harassing calls and did not know which relay provider was involved. She had already contacted the police. CA would not state the name of the relay provider, their identification number and would not get a supervisor when the customer requested a supervisor. Customer requested a follow up call.

Customer Service followed up with the customer and explained that Hamilton CA's provide their identification number and request a Supervisor if a user requires further assistance. The customer asked if the relay can provide information to the police. Customer Service stated the relay would need a subpoena before releasing any call information to the police.

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**Service Complaints—  
Fraudulent/Harassment Call**

**Inquire Date 8/23/04  
Record ID 13917  
Call Taken By BW/TT  
CA Number  
Responded By TT  
Response Date 8/23/04  
Resolution 8/23/04**

Customer had received a fraudulent call.

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. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was appreciative.

---

**Service Complaints—  
Fraudulent/Harassment Call**

**Inquire Date 8/24/04  
Record ID 13924  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 8/24/04  
Resolution 8/24/04**

A business is receiving fraudulent calls through the Internet Relay service and wanted to know how to stop these calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was thankful.

---

**Service Complaints—  
Fraudulent/Harassment Call**

**Inquire Date 12/18/04  
Record ID 14255  
Call Taken By BT  
CA Number  
Responded By BT  
Response Date 12/18/04  
Resolution 12/18/04**

Customer has been receiving harassing phone calls and wants to put a stop to it.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was thankful.

---

**Service Complaints—  
Fraudulent/Harassment Call**

**Inquire Date 2/9/05  
Record ID 14392  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 2/9/05  
Resolution 2/9/05**

Customer called because they had received several fraudulent calls through the relay service.

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

---

**Service Complaints—  
Fraudulent/Harassment Call**

**Inquire Date 5/3/05  
Record ID 14622  
Call Taken By MA  
CA Number  
Responded By MA  
Response Date 5/3/05  
Resolution 5/3/05**

Customer had received several fraudulent calls through the relay service.

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

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**Technical Complaints—STS  
Peak-Down**

**Inquire Date 12/15/04  
Record ID 14237  
Call Taken By BJR/TT  
CA Number  
Responded By TT  
Response Date 12/15/04  
Resolution 12/15/04**

Customer tried to call the Speech To Speech line for an entire day, but kept receiving the recording, "Please hold for a CA".

Supervisor made a test call to the Speech To Speech line and received the same recording. At the time of the test call, there were two available Speech To Speech CA's. Technical did an investigation and discovered that the number was routed improperly and the problem was immediately resolved.

---

**CapTel—Accuracy**

**Inquire Date 3/02/05  
Record ID CT1355  
Call Taken By DF  
CA Number  
Responded By DF  
Response Date 3/02/05  
Resolution 3/02/05**

Customer called to complain about the quality of the captions and to say they had been disconnected and reconnected on their call.

Informed customer that the captionist reported an isolated technical problem during the call, which affected the quality of the captions. Apologized for this incident. Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Told customer to contact us if they have questions or need further assistance.

---

**CapTel—Complaints**

**Inquire Date 8/24/04  
Record ID CT1089  
Call Taken By JK  
CA Number  
Responded By JK  
Response Date 8/24/04  
Resolution 8/24/04**

Customer was having trouble when placing a call requiring them to enter numbers, such as a PIN or extension number.

Tech support added customer to our Database to address DTMF tone pass through. Test call confirmed that resolution was successful.

---

**CapTel--Complaints**

**Inquire Date 11/22/04  
Record ID CT1185  
Call Taken By DF  
CA Number  
Responded By DF  
Response Date 11/22/04  
Resolution 11/22/04**

Customer called to report that their calls echo.

Sent CapTel unit software update to remedy echo incidence.

---

**CapTel--Complaints**

**Inquire Date 3/28/05  
Record ID CT1359  
Call Taken By KM  
CA Number  
Responded By KM  
Response Date 3/28/05  
Resolution 3/29/05**

Customer called to report that their calls echo.

Sent CapTel unit software update to remedy echo incidence.

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**CapTel—Complaints**

Customer had placed an international call from Afghanistan and it showed the call was placed to Georgia instead of Wisconsin.

*Inquire Date 3/30/05*  
*Record ID CT1360*  
*Call Taken By PH*  
*CA Number*  
*Responded By PH*  
*Response Date 3/30/05*  
*Resolution 3/30/05*

Customer service recommended that the caller use the toll free number rather than the toll-international number since the caller is using a US military line.

---

**CapTel—Connection Issues**

Customer wondered why there are getting disconnected on calls.

*Inquire Date 6/22/04*  
*Record ID CT1025*  
*Call Taken By MM*  
*CA Number*  
*Responded By MM*  
*Response Date 6/22/04*  
*Resolution Date 6/24/04*

Customer service shared information over the phone with daughter as to why disconnections occur. Additionally, sent a letter reiterating tips on why disconnect/reconnect notices occur. Consumer confirmed on 6/24/04 that no further disconnections were experienced.

---

**CapTel—Connection Issues**

Customer is getting disconnected on calls.

*Inquire Date 7/25/04*  
*Record ID CT1061*  
*Call taken By DF*  
*Number*  
*Responded By 7/25/04*  
*Response Date 7/25/04*  
*Resolution Date 7/26/04*

Sent a letter with tips on why disconnect/reconnect notices occur.

---

**CapTel—Connection Issues**

Customer was having trouble with disconnect/reconnect when on a call. The user had not experienced this type of problem previously.

*Inquire Date 11/11/04*  
*Record ID CT1184*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 11/11/04*  
*Resolution Date 11/12/04*

Customer was advised to contact local telephone company to resolve issue of low/unstable line quality. Incident was new and not previously noted in the past months.

---

**CapTel—Connection Issues**

Customer was unable to reach the data toll free number.

*Inquire Date 1/28/05*  
*Record ID CT1237*  
*Call Taken By JK*  
*CA Number*  
*Responded By JK*  
*Response Date 1/28/05*  
*Resolution Date 2/02/05*

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Customer reports that all is well again.

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**CapTel—Connection Issues**

*Inquire Date 1/28/05*  
*Record ID CT1238*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 1/28/05*  
*Resolution Date 1/28/05*

Customer was having trouble with disconnect/reconnect when on a call. Customer stated that this is intermittent and appears to be related to line interference.

Customer service explained to the customer why the disconnect/reconnect might be happening and shared information on how to reduce their occurrence.

---

**CapTel—Connection Issues**

*Inquire Date 1/28/05*  
*Record ID CT1239*  
*Call Taken By MM*  
*CA Number*  
*Response Date 1/28/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Facilitated outbound test calls with customer to ensure that they could once again make calls.

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**CapTel—Connection Issues**

*Inquire Date 1/29/05*  
*Record ID CT1240*  
*Call Taken By MM*  
*CA Number*  
*Responded By MM*  
*Response Date 1/29/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05.

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**CapTel—Connection Issues**

*Inquire Date 1/31/05*  
*Record ID CT1241*  
*Call Taken By MM*  
*CA Number*  
*Responded By MM*  
*Response Date 1/31/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05.

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**CapTel—Connection Issues**

*Inquire Date 1/31/05*  
*Record ID CT1242*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 1/31/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05.

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**CapTel—Connection Issues**

*Inquire Date 1/31/05*  
*Record ID CT1243*  
*Call Taken By JK/PH*  
*CA Number*  
*Responded By JK/PH*  
*Response Date 1/31/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number. Also had trouble with answering machine message retrieval.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Also gave tips on how to successfully retrieve messages by adjusting positioning of the handset to proximity of answering machine.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1272*  
*Call Taken By MM*  
*CA Number*  
*Response Date 2/01/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Facilitated outbound test calls with customer to ensure that they could once again make successful outbound calls.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1273*  
*Call Taken By MM/PH*  
*CA Number*  
*Responded By MM/PH*  
*Response Date 2/01/05*  
*Resolution Date 2/01/05*

Customer was having trouble with disconnect/reconnect when on a call. Customer stated that This is intermittent and appears to be related to line interference.

Customer service explained to the customer why the disconnect/reconnect might be happening and shared information on how to reduce their occurrence. Recommended trying a different phone jack or trying the CapTel alone in the current jack. Also, recommended contacting their phone company to learn if the telephone line supports data transmission at 14.4 bps.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1274*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 2/01/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Customer service representative confirmed that they are able to make calls.

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**CapTel—Connection Issues**

*Inquire Date 2/01/05*  
*Record ID CT1275*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 2/01/05*  
*Resolution Date 2/02/05*

Customer was unable to reach the data toll free number. Customer also was having trouble with interference with DTMF tones.

Explained to customer that there were problems within nationwide Toll-Free telephone network, which prevented the CapTel from routing properly through the telephone network to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve problem afternoon of 2/2/05. Tech support also added customer to voice mail database to take care of DTMF issue. Test call confirmed immediate resolution.

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