

2300 N STREET, NW
SUITE 700
WASHINGTON, DC 20037
TEL 202.783.4141
FAX 202.783.5851
www.wbklaw.com

July 1, 2013

DAVID A. O'CONNOR
202-383-3429
doconnor@wbklaw.com

VIA ELECTRONIC FILING SYSTEM (ECFS)

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

RE: CG Docket No. 03-123
DA 13-1402
HAMILTON RELAY, INC.
Annual Consumer Complaint Log Summaries (June 1, 2012 - May 31, 2013)

Dear Ms. Dortch:

Hamilton Relay, Inc. ("Hamilton"), by its counsel and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2012 – May 31, 2013. The enclosed complaint logs cover Hamilton's provision of interstate traditional telecommunications relay service ("TRS"), including Speech-to-Speech, Internet Protocol Relay service ("Internet Relay"),¹ and Internet Protocol Captioned Telephone service ("IP CTS"). Hamilton is located at 1001 12th Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For interstate traditional TRS, Hamilton's complaint summary includes the following database categories:

Traditional and Speech to Speech Interstate TRS Database Categories

- Miscellaneous External Complaints
- Fraudulent/Harassment Call
- Speech to Speech Call Handling Problems
- Miscellaneous Technical Complaints
- CA Didn't Follow Policy/Procedure
- CA Didn't Follow Instructions

¹ To and including May 15, 2013 when Hamilton ceased offering Internet Relay services.

For Internet Relay, Hamilton's complaint summary includes the following database categories:

Internet Relay Database Categories

- Miscellaneous External Complaints
- Fraudulent/Harassment Call
- Miscellaneous Service Complaints
- Miscellaneous Technical Complaints
- 911 Calls
- Discontinuing IP Relay
- Line Disconnected

Please note that Inquiry 48123 is from the 2012 reporting time frame, but it was not recorded in the database until after the 2012 report was submitted.

For IP CTS, Hamilton's complaint summary includes the following database categories:

Web CapTel Database Categories

- 800i -- Captions - No Captions
- 800i -- Technical - General
- Web and Mobile Captel -- Accuracy of Captions
- Web and Mobile Captel -- Captions - stop in middle of call
- Web and Mobile Captel -- Complaints
- Web and Mobile Captel -- Connection Issues
- Web and Mobile Captel -- Service - General
- Web and Mobile Captel -- System/Browser Issues
- Web and Mobile Captel -- Technical - General
- Web and Mobile Captel -- Unable to make captioned calls
- Web and Mobile Captel -- Unable to make Spanish captioned calls
- Web and Mobile Captel -- Miscellaneous

Since February 20, 2013, Hamilton or its contracting provider, Captioned Telephone, Inc., has received the following calls:

- 502 calls from users regarding the default captions off requirement
- 113 calls from users regarding terms and conditions of the FCC Order
- 167 calls from users regarding Hamilton's new registration process based on the interim IP CTS rules.

In each case, the user has been advised that captions are required to be defaulted to off due to a new interim FCC rule, and that Hamilton is required to comply with the interim rule.

Federal Communications Commission

July 1, 2013

Page 3

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all complaints within 72 hours of receipt.

Finally, Hamilton is separately filing, on a confidential basis, a summary including the total number of interstate calls by type of TRS.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor

David A. O'Connor

Counsel for Hamilton Relay, Inc.

Enclosure

Hamilton Traditional TRS Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
48233	06/04/2012		Chuck	Chuck	Customer has been receiving harassing telephone calls through the relay.	06/04/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
49478	06/23/2012		Lonnie	Lonnie	Customer has been receiving harrassing calls through the relay.	06/23/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
50498	07/07/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	07/07/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
51123	07/17/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	07/17/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
51783	07/20/2012		Tina	Tina	Customer stated they were unable to connect with Comcast and they have a telephone line hanging in their yard.	07/20/2012	Customer Service apologized and provided the telephone number for Comcast Customer Service. Customer understood.	External Complaints - Miscellaneous
51689	07/24/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	07/24/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
52015	07/25/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	07/25/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
52300	07/26/2012		Tina	Tina	Customer stated that they are unable to place a call using 711 to their family.	07/26/2012	Customer Service requested further information from the customer but the customer disconnected before additional information could be obtained.	Technical Complaints - Miscellaneous

Hamilton Traditional TRS Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
52120	07/31/2012		Michelle	Michelle	Customer stated that the CAs are not following proper procedures. Customer stated the Supervisors refused to help them as well.	07/31/2012	Customer Service apologized and stated the information would be forwarded. CAs and Supervisors were counseled. Monitoring has occurred and CAs are handling calls according to policy.	Service Complaints - Didn't Follow Policy/Procedure
52547	08/05/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	08/05/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
52655	08/07/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	08/07/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
52916	08/11/2012		Melanie	Melanie	Customer has been receiving harassing telephone calls through the relay.	08/11/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
53505	08/20/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	08/20/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
56233	09/01/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	09/01/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
56845	09/10/2012		Melanie	Melanie	Customer has been receiving harassing telephone calls through the relay.	09/10/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

Hamilton Traditional TRS Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
56847	09/10/2012		Melanie	Melanie	Customer has been receiving harassing telephone calls through the relay.	09/10/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
56850	09/10/2012		Melanie	Melanie	Customer has been receiving harassing telephone calls through the relay.	09/10/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
57209	09/17/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	09/17/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
57781	09/26/2012		Michelle	Michelle	Customer stated that the CAs do not pay attention to their instructions and are hanging up on him.	09/26/2012	Customer Service explained that when the abuse is directed towards the CA, the call will be disconnected according to procedure. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
57990	09/28/2012		Lonnie	Lonnie	Customer has been receiving harassing telephone calls through the relay.	09/28/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
57780	09/28/2012	9041, 9093 9004	Michelle	Michelle	Customer stated that the CAs do not pay attention to their instructions and are hanging up on him.	09/28/2012	Customer Service explained that when the abuse is directed towards the CA, the call will be disconnected according to procedure. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
58431	10/08/2012	1224	Robyn	Robyn	Customer stated the CA was not following their profiled instructions.	10/08/2012	Customer Service apologized and stated that the CA would be counseled. CA was counseled. Monitoring has occurred and CA is handling calls according to policy. Customer was satisfied.	Service Complaints - Didn't Follow Instructions
60670	11/15/2012	2238	Misty	Misty	Customer stated the CA did not relay verbatim.	11/15/2012	Customer Service apologized and discovered the CA number provided was not a valid CA number. Customer Service requested further information. Customer hung up before additional information was provided to discover the correct CA number.	External Complaints - Miscellaneous
64883	01/29/2013	4080	Kim	Kim	Customer stated the CA needed assistance and did not do a good job.	01/29/2013	Customer Service apologized and stated that the CA would be counseled. CA was counseled. Monitoring has occurred and CA is handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous

Hamilton Traditional TRS Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
69158	04/09/13	1320	Jessica	Jessica	Customer stated they requested the CA to call for a Supervisor. Customer stated the Supervisor refused to provide their name after requesting two times.	04/09/13	Customer Service apologized and stated that the Supervisor would be counseled. Supervisor was counseled. Customer was satisfied.	Service Complaints - Miscellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
48123	05/26/2012		Tina	Tina	Customer is unable to place a call using their registered screen name.	6/29/2012	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaints - Micellaneous
48754	6/14/2012		Tina	Tina	Customer is unable to log into their account.	6/29/2012	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaints - Micellaneous
48860	6/16/2012		Chuck	Chuck	Customer stated they lost their log in information.	6/18/2012	Customer Service apologized and forwarded the information to the technical department. The technical department contacted customer and provided their user name and password. Customer was satisfied.	Technical Complaints - Micellaneous
49674	6/20/2012		Tina	Tina	Customer stated that they are locked out of their account and unable to place a call.	6/29/2012	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaints - Micellaneous
49862	6/29/2012		Tina	Tina	Customer stated they are receiving an error message that they are logged in from more then one location. Customer stated they are no longer logged in on AIM and cannot place a call.	7/17/2012	Customer Service apologized and requested the customer to email a screen shot of the error message that they had received. Customer sent in information and it was forwarded to the technical department. The technical department reset the account, which resolved the issue. Customer was notified.	Technical Complaints - Micellaneous
50024	7/2/2012		Tina	Tina	Customer stated that their call is disconnected in the middle of a call.	7/5/2012	Customer Service apologized and explained this message will appear when Internet connection is lost. Customer Service explained how to reset the Internet connection to resolve the issue. Customer was notified.	Technical Complaints - Micellaneous
50006	7/2/2012		Tina	Tina	Customer stated that they were disconnected in the middle of their call; now they are unable to log back into their account.	7/17/2012	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaints - Micellaneous
51599	7/23/2012		Jody	Jody	Customer stated they are unable to place a call using the relay.	8/31/2012	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaints - Micellaneous
51586	7/23/2012		Jody	Jody	Customer stated they are receiving an error when attempting to place call through Web Relay.	8/15/2012	Customer Service suggested some troubleshooting tips to resolve the issue and then asked customer to attempt another call. Customer stated that the reset did not work. Customer Service forwarded information to the technical department. The technical department reset the account which resolved the issue. Customer was notified.	Technical Complaints - Micellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
52392	7/31/2012		Tina	Tina	Customer stated they are unable to log into their HomeTown account. Customer stated that they receive an error that their username or password is incorrect.	8/29/2012	Customer Service tested the username and password and was able to log into the account. Customer Service suggested that the customer clear their browser history and the memory cache and attempt to log on again. Customer Service was able to reset their account. Customer Service requested permission from customer to work with the customer's office technical department. There has been no further response from the customer.	Technical Complaints - Miscellaneous
52268	8/1/2012		Michelle	Michelle	Customer stated they are unable to place a call using their registered screen name.	8/1/2012	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaints - Miscellaneous
55795	8/7/2012	5024	Kim	Kim	Customer stated that the CA hung up on them when they were attempting to place a 911 call.	8/31/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the customer disconnected before the CA dialed to 911. Customer was notified.	External Complaints - 911 Calls
52728	8/9/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	8/9/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
52721	8/9/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	8/9/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
53139	8/14/2012		Tina	Tina	Customer stated they are disconnected in the middle of their call through Web Relay.	9/5/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the user disconnected from the relay. Customer Service notified the user and explained why this could happen. Customer understood.	Technical Complaints - Miscellaneous
53348	8/20/2012		Robyn	Robyn	Customer stated they recently signed up for Hamilton Internet Relay and are unable to log in.	8/31/2012	Customer Service apologized and forwarded the information to the technical department. The technical department contacted customer and provided their user name and password. Customer was satisfied.	Technical Issues - Miscellaneous
54026	8/23/2012	5060/3095	Kim	Kim	Customer stated they were disconnected in the middle of their call. Customer inquired about the length of messages that can be typed in the middle of a Web Relay call.	9/14/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the customer disconnected from the relay. Customer was notified by email, but there has been no further response from the customer.	Technical Complaints - Miscellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
56429	8/26/2012		Tina	Tina	Customer stated they are receiving an error that states "For US or Domestic use only".	9/6/2012	Customer Service forwarded information to the technical department. The technical department discovered an issue with the server, which has been resolved. Customer was notified and able to place a call. Customer was satisfied.	Technical Complaints - Miscellaneous
55766	8/28/2012		Tina	Tina	Customer stated they are unable to make or receive a call through their gmail account.	9/6/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with Google and it has since been resolved. Customer was notified and able to process a call.	External Complaints - Miscellaneous
55780	8/28/2012		Tina	Tina	Customer stated they are unable to make or receive a call through their gmail account.	9/5/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with Google and it has since been resolved. Customer was notified and able to process a call.	External Complaints - Miscellaneous
55917	8/30/2012		Tina	Tina	Customer stated they were unable to place a call using their GTalk screen name.	8/30/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with Google and it has since been resolved. Customer was notified and able to process a call.	External Complaints - Miscellaneous
56035	8/31/2012		Tina	Tina	Customer stated they are receiving an error that states "For US or Domestic use only".	10/12/2012	Customer Service forwarded information to the technical department. The technical department discovered an issue with the server, which has been resolved. Customer was notified and able to place a call. Customer was satisfied.	Technical Complaints - Miscellaneous
56034	8/31/2012		Tina	Tina	Customer stated they are receiving an error message in the middle of their call.	9/14/2012	Customer Service apologized for the issue and requested additional information. There has been no further response from the customer.	Technical Complaints - Miscellaneous
56030	8/31/2012		Tina	Tina	Customer stated they are receiving an error message in the middle of their call.	10/4/2012	Customer Service apologized for the issue and requested additional information. There has been no further response from the customer.	Technical Complaints - Miscellaneous
56116	9/4/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	9/4/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
58620	9/4/2012		Tina	Tina	Customer stated they are unable to place a call using their registered screen name.	10/1/2012	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Service Complaints - Miscellaneous
56119	9/4/2012		Tina	Tina	Customer stated their call disconnected in the middle of the call.	9/4/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered the customer disconnected. Customer Service notified the customer and explained this could be caused by the Internet timing out or by having multiple tabs opened on their browser at the same time. Customer understood and there has been no further response from the customer.	Technical Complaints - Miscellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
56518	9/7/2012		Tina	Tina	Customer stated they are receiving the error message that their screen name had been blocked.	10/17/2012	Customer Service discovered the screen name needed to be reset in the system. Customer's account was reset and they were able to place a call. Customer was satisfied.	Technical Complaints - Miscellaneous
56766	9/12/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	9/12/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
58625	9/15/2012		Tina	Tina	Customer stated they did not agree with being asked for an address verification for Web Relay.	10/11/2012	Customer Service apologized and explained why verification was requested. Customer understood.	Service Complaints - Miscellaneous
59313	9/17/2012		Tina	Tina	Customer stated they were unable to place a call using the Hamilton Web Relay site.	10/24/2012	Customer Service requested information in regards to the specific error. There has been no further response from the customer.	Technical Complaints - Miscellaneous
59315	9/18/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	10/24/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
57108	9/18/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	9/18/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
59318	9/23/2012		Tina	Tina	Customer stated they are unable to place a call; they are receiving an error message stating for US or Domestic use.	10/24/2012	Customer Service apologized and explained why this error would be received. Customer Service directed customer to their Internet Service Provider. Customer was satisfied.	External Complaints - Miscellaneous
58127	9/27/2012		Brenda	Brenda	Customer stated they are receiving an XML error that is causing their call to disconnect. Customer disconnected before providing call information.	10/3/2012	Customer Service apologized and was unable to reach the customer for further information.	Technical Complaints - Miscellaneous
58124	9/27/2012		Brenda	Brenda	Customer stated they are receiving an XML error that is causing their call to disconnect.	9/27/2012	Customer Service apologized and attempted to obtain call information. Customer disconnected.	Technical Complaints - Miscellaneous
58474	10/9/2012		Tina	Tina	Customer stated they are receiving an XML error that is causing their call to disconnect. Customer disconnected before providing call information.	11/1/2012	Customer Service apologized and was unable to reach the customer for further information.	Technical Complaints - Miscellaneous
58498	10/10/2012		Tina	Tina	Customer stated that they are being disconnected in the middle of their calls.	10/24/2012	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered and issue which was resolved. Customer was notified.	Technical Complaints - Miscellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
65988	10/11/2012		Tina	Tina	Customer stated when they requested information from the Supervisor they were rude. Customer stated also that the Supervisor disconnected the call.	10/12/2012	Customer Service apologized and forwarded information to management. Technical was unable to identify the Supervisor on duty at that time. However, additional training was provided to staff regarding proper customer service and disconnect procedures. Customer was notified.	Service Complaint - Miscellaneous
59003	10/17/2012		Michelle	Michelle	Customer has been receiving harassing telephone calls through the relay.	10/19/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
60750	11/17/2012		Chuck	Chuck	Customer stated they are unable to receive a call through their Hamilton account.	11/20/2012	Customer Service explained how to receive calls. Customer Service placed a test call, but customer was not logged in to accept it. Customer stated they would call back if necessary. There has been no further response from the customer.	Technical Complaints - Miscellaneous
61510	11/19/2012		Michelle	Michelle	Customer has been receiving harassing telephone calls through the relay.	11/30/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
61719	12/4/2012		Kim	Kim	Customer has been receiving harassing telephone calls through the relay.	1/2/2013	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
62365	12/18/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	12/17/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
65611	1/9/2013		Tina	Tina	Customer stated their call was disconnected in the middle of their call. Customer deleted all internet cookies, browser history and rebooted their computer but was still unable to place a call.	2/11/2013	Customer Service reset the customer's account. Customer was notified and able to place calls.	Technical Complaint - Miscellaneous
63711	1/10/2013		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	1/10/2013	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
63708	1/10/2013		Tina	Tina	Customer stated that they did not receive the pop up notification of an incoming call. Customer stated that they were unable to accept the call and connect to their party.	1/12/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the account and the customer was able to place a successful call. Customer was satisfied.	Technical Complaints - Miscellaneous
64267	1/21/2013		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	1/21/2013	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
64624	1/25/2013		Tina	Tina	Customer stated their conversation stopped in the middle of the call. Customer stated they signed out and back in, which appeared to resolve the issue. Customer stated that this has happened on more than one occasion.	1/25/2013	Customer Service apologized and suggested the customer may want to have only one tab open in their browser, and ensure that all software updates have been installed before attempting a call. Customer understood and there has been no further response from the customer.	Technical Complaint - Miscellaneous
64617	1/25/2013		Tina	Tina	Customer requested verification if their number had been ported to Hamilton.	5/15/2013	Customer Service apologized and stated Hamilton had not yet received notification that the port has been allowed, as Hamilton was waiting information from the other provider. Customer understood. Hamilton had not received notification of the port being allowed prior to discontinuing Internet Relay Service.	External Complaint - Miscellaneous
64685	1/28/2013		Tina	Tina	Customer stated that their service is not working.	1/28/2013	Customer Service forwarded information to the technical department. The technical department reset the account and a successful test call was placed. Customer was satisfied.	Technical Complaint - Miscellaneous
64699	1/28/2013		Tina	Tina	Customer stated they are unable to place a call.	1/28/2013	Customer Service discovered the customer was using an International IP address. Customer Service explained that Hamilton Internet Relay was for US or Domestic use only. Customer understood.	External Complaint - Miscellaneous
64641	1/28/2013		Tina	Tina	Customer stated they they are unable to place a call using their AIM Screen name.	1/28/2013	Customer Service explained how to reset their text setting. Customer was able to place a successful test call. Customer was satisfied.	External Complaint - Miscellaneous
64691	1/28/2013		Tina	Tina	Customer stated they are unable to receive calls to their HomeTown Account. Customer stated they are unable to place a call using their registered screen name.	1/28/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the customer's account had been removed due to suspicious activity. Customer Service requested further verification from the customer and none was provided. There has been no further contact from the customer.	Technical Complaints - Miscellaneous
64758	1/29/2013		Tina	Tina	Customer stated their conversation stopped in the middle of the call. Customer stated they signed out and back in, which appeared to resolve the issue. Customer stated that this has happened on more than one occasion.	1/29/2013	Customer Service apologized and suggested the customer may want to have only one tab open in their browser, and ensure that all software updates have been installed before attempting a call. Customer understood and there has been no further response from the customer.	Technical Complaint - Miscellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
64789	1/29/2013		Tina	Tina	Customer stated they are receiving unwanted phone calls on their HomeTown number. Customer requested to return their HomeTown number.	1/29/2013	Customer Service assured the customer that their account had been deactivated and their 10 digit number has been returned. Customer was satisfied.	External Complaint - Miscellaneous
64813	1/29/2013		Tina	Tina	Customer stated they are unable to place a call.	1/29/2013	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaint - Miscellaneous
64833	1/30/2013		Tina	Tina	Customer stated their conversation stopped in the middle of the call. Customer stated they signed out and back in, which appeared to resolve the issue. Customer stated that this has happened on more than one occasion.	1/30/2013	Customer Service apologized and suggested the customer may want to have only one tab open in their browser, and ensure that all software updates have been installed before attempting a call. Customer understood and there has been no further response from the customer.	Technical Complaint - Miscellaneous
64910	1/30/2013		Tina	Tina	Customer stated they were logged out of the website during a call.	1/30/2013	Customer Service apologized and requested call information from the customer. Customer stated that they were able to log back in and make a call. Customer stated that this was the first time they had an issue and would contact Customer Service if they had any further issues. Customer was satisfied.	Technical Complaint - Miscellaneous
64914	1/30/2013		Tina	Tina	Customer inquired why Hamilton was blocking their screen name.	1/30/2013	Customer Service apologized and requested further information to look into the account. There has been no further response from the customer.	Technical Complaint - Miscellaneous
65435	2/7/2013		Tina	Tina	Customer requested verification if their number had been ported to Hamilton.	2/7/2013	Customer Service apologized and stated Hamilton had not yet received notification that the port has been allowed, as Hamilton was waiting information from the other provider. Customer understood. Hamilton had not received notification of the port being allowed prior to discontinuing Internet Relay Service.	External Complaint - Miscellaneous
65635	2/12/2013		Tina	Tina	Customer stated they are receiving unwanted phone calls on their HomeTown number. Customer requested to return their HomeTown number.	2/12/2013	Customer Service assured the customer that their account had been deactivated and their 10 digit number has been returned. Customer was satisfied.	External Complaint - Miscellaneous
65935	2/18/2013		Tina	Tina	Customer stated they were unable to place a call.	2/18/2013	Customer Service forwarded information to the technical department. The technical department reset the account and customer was able to place a call. Customer was satisfied.	Technical Complaint - Miscellaneous
65958	2/19/2013		Tina	Tina	Customer stated their conversation stopped in the middle of the call. Customer stated they signed out and back in, which appeared to resolve the issue. Customer stated that this has happened on more than one occasion.	2/19/2013	Customer Service apologized and suggested the customer may want to have only one tab open in their browser, and ensure that all software updates have been installed before attempting a call. Customer understood and there has been no further response from the customer.	Technical Complaint - Miscellaneous
65986	2/19/2013		Tina	Tina	Customer stated they are receiving unwanted phone calls on their HomeTown number. Customer requested to return their HomeTown number.	2/19/2013	Customer Service assured the customer that their account had been deactivated and their 10 digit number has been returned. Customer was satisfied.	External Complaint - Miscellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
66802	3/1/2013		Tina	Tina	Officer was investigating suspicious calls placed through the relay. Officer was unsure which provider was used to place the call.	3/1/2013	Customer Service thanked the officer for calling. Because the officer stated that they were unaware of which Internet Relay Service was used, Customer Service explained to the officer how to distinguish the provider. Officer stated they would call back if necessary, but there has been no further response from the officer.	Service Complaints - Fraudulent/Harassment Call
66904	3/4/2013		Tina	Tina	Customer stated they are unable to place a call.	3/4/2013	Customer Service apologized and attempted to obtain call information. There has been no further response from the customer.	Technical Complaint - Miscellaneous
67025	3/5/2013		Tina	Tina	Customer stated they are receiving conversation from another provider on their screen.	3/5/2013	Customer Service discovered the customer was logged into another provider's website. Customer Service directed the customer to their Internet Relay provider. Customer was satisfied.	External Complaint - Miscellaneous
67983	3/22/2013		Tina	Tina	Customer stated their calls were disconnecting and they could not save their conversations.	3/22/2013	Customer Service discovered an issue with the customer's browser. Customer Service explained how to reset the browser. Customer reset the browser and placed test calls, which were successful. Customer was satisfied.	External Complaint - Miscellaneous
68127	3/27/2013		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	3/27/2013	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
69354	4/15/2013		Tina	Tina	Customer stated they were disconnected in the middle of their call and logged out of their account.	4/15/2013	Customer Service apologized and requested if the customer was able to log into other websites. Customer stated it appears to be a one time occurrence and they were able to log back in and make a call. Customer was satisfied.	Service Complaints - Miscellaneous
69370	4/15/2013		Tina	Tina	Customer inquired why they were being blocked.	4/15/2013	Customer Service apologized and requested further information to send to the technical department. There has been no further response from the customer.	Technical Complaint - Miscellaneous
69656	4/18/2013		Chuck	Chuck	Customer stated they could not log into their account.	4/18/2013	Customer Service forwarded information to the technical department. The technical department reset the customer's account. Customer was able to place a call successfully. Customer was satisfied.	Technical Complaints - Miscellaneous
69874	4/22/2013		Tina	Tina	Customer stated they have not received the activation email.	4/22/2013	Customer Service apologized and assured the customer that their account has been verified and activated. Customer was satisfied.	Service Complaints - Miscellaneous
70770	4/29/2013		Tina	Tina	Customer stated concerns that discontinuing the Internet Relay service will affect their Hamilton Web CapTel service.	4/29/2013	Customer Service explained that discontinuing Internet Relay will not affect their Hamilton Web CapTel service. Customer was satisfied.	Service Complaints - Discontinuing IP Relay
70824	4/30/2013		Jody	Jody	Customer stated they are receiving a message the call has been disconnected.	4/30/2013	Customer Service explained how to reset their browser. Customer was able to reset the browser and place a test call, which was successful. Customer was satisfied.	Technical Complaints - Miscellaneous
70823	4/30/2013		Barb	Barb	Customer stated their GTalk screen name was not working.	4/30/2013	Customer Service attempted to obtain additional information. There has been no further response from the customer.	Service Complaints - Miscellaneous

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
70830	4/30/2013		Jody	Jody	Customer stated they are unable to place an IP Relay call.	4/30/2013	Customer Service explained that the customer would need to complete the registration process. Customer was satisfied.	External Complaints - Miscellaneous
70854	4/30/2013		Tina	Tina	Customer stated they are very disappointed that Hamilton was discontinuing Internet Relay service.	4/30/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
70927	4/30/2013		Tina	Tina	Customer has been receiving harassing telephone calls through another Internet Relay provider.	4/30/2013	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
71256	5/3/2013		Tina	Tina	Customer stated concerns that discontinuing the Internet Relay service will affect their Hamilton Web CapTel service.	5/3/2013	Customer Service explained that discontinuing Internet Relay will not affect their Hamilton Web CapTel service. Customer was satisfied.	Service Complaints - Discontinuing IP Relay
71242	5/3/2013		Tina	Tina	Customer requested information regarding the email they received about Hamilton Internet Relay service being discontinued.	5/3/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
71493	5/8/2013		Michelle	Michelle	Customer stated concerns that discontinuing the Internet Relay service will affect their Hamilton Web CapTel service.	5/8/2013	Customer Service explained that discontinuing Internet Relay will not affect their Hamilton Web CapTel service. Customer was satisfied.	Service Complaints - Discontinuing IP Relay
71480	5/8/2013		Tina	Tina	Customer stated concerns that discontinuing the Internet Relay service will affect their Hamilton Web CapTel service.	5/8/2013	Customer Service explained that discontinuing Internet Relay will not affect their Hamilton Web CapTel service. Customer was satisfied.	Service Complaints - Discontinuing IP Relay
71478	5/8/2013		Tina	Tina	Customer stated concerns that discontinuing the Internet Relay service will affect their Hamilton Web CapTel service.	5/8/2013	Customer Service explained that discontinuing Internet Relay will not affect their Hamilton Web CapTel service. Customer was satisfied.	Service Complaints - Discontinuing IP Relay
71477	5/8/2013		Tina	Tina	Customer inquired if it was true that Hamilton Internet Relay is discontinuing their service and where they can find it on the website.	5/8/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
71476	5/8/2013		Tina	Tina	Customer inquired more information about Hamilton Internet Relay discontinuing.	5/8/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
71471	5/8/2013		Tina	Tina	Customer stated concerns that discontinuing the Internet Relay service will affect their Hamilton Web CapTel service.	5/8/2013	Customer Service explained that discontinuing Internet Relay will not affect their Hamilton Web CapTel service. Customer was satisfied.	Service Complaints - Discontinuing IP Relay

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
71513	5/8/2013		Michelle	Michelle	Customer has been receiving harassing telephone calls through another Internet Relay provider.	5/8/2013	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
71473	5/8/2013		Tina	Tina	Customer stated their away message was not appearing to the CA.	5/15/2013	Customer Service apologized and explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Miscellaneous
71611	5/9/2013		Tina	Tina	Customer inquired how to port a number from Hamilton Relay.	5/9/2013	Customer Service explained how to port a number. Customer was satisfied.	Service Complaints - Discontinuing IP Relay
71678	5/12/2013		Barb	Barb	Customer dislikes the relay and stated that their calls were disconnected.	5/12/2013	Customer Service apologized and attempted to obtain call information. Customer hung up before information could be obtained. There has been no further response from the customer.	Technical Complaints - Line Disconnected
71793	5/14/2013		Tina	Tina	Customer stated they are usually able to log in by using their phone number, however that option is not working and they do not remember their user name or password.	5/14/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer's account was reactivated. Customer understood.	Service Complaints - Discontinuing IP Relay
71958	5/15/2013		James	James	Customer stated they were not happy that Hamilton Web service is discontinuing. Customer inquired what they should do.	5/15/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
72052	5/16/2013		Tina	Tina	Customer stated that they received a call an hour ago from patient and is now no longer able to reach them. Customer stated it was an emergency and they needed to reach the patient.	5/16/2013	Customer Service apologized and explained that the Hamilton Internet Relay Service had been discontinued and the number was no longer available. Customer Service stated that due to the ADA and FCC rules for confidentiality the relay did not have any records of the conversation or alternate way to get a hold of the patient. Customer hung up.	Service Complaints - Discontinuing IP Relay
72511	5/24/2013		Tina	Tina	Customer inquired why Hamilton was suspending the IP Relay services and if it included mobile iPhone app also.	5/24/2013	Customer Service explained that discontinuing Internet Relay will not affect their Hamilton Web CapTel service. Customer was satisfied.	Service Complaints - Discontinuing IP Relay

IP Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
72517	5/24/2013		Tina	Tina	Customer stated they use i711 but they have a HomeTown number and inquired if it will still be active.	5/24/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
72535	5/24/2013		Tina	Tina	Customer wanted to know if the Sprint IP Relay would be stopping their service effective May 15.	5/24/2013	Customer Service explained that Hamilton Relay, not Sprint IP Relay, would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
72527	5/24/2013		Tina	Tina	Customer inquired how they could keep their HomeTown number and which provider would allow them to do that.	5/24/2013	Customer Service explained that Hamilton Relay would be discontinuing Internet Relay Services May 15, 2013. Customer Service further explained that they can port their 10 digit number to another provider and provided information concerning this. Customer Service also provided the FCC website for other providers. Customer understood.	Service Complaints - Discontinuing IP Relay
72549	5/24/2013		Tina	Tina	Customer inquired if their Hamilton Relay screen name will shut down also from iChat.	5/24/2013	Customer Service explained that effective May 15, 2013, Hamilton Relay would be discontinuing Internet Relay Services and that their Hamilton Relay screen name would no longer be active. Customer understood.	Service Complaints - Discontinuing IP Relay

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
48296	06/06/12		Tina	Tina	Customer requested to be removed from Hamilton CapTel as they switched providers due to connection issues.	06/27/12	Customer Service removed the account for the customer. Customer was satisfied.	Mobile--Connection Issues
48345	06/07/12		Tina	Tina	Customer stated they attempted to log into the Hamilton CapTel App, but they are unable to proceed beyond the log in page.	06/27/12	Customer Service apologized and stated that there was a recent issue with the Hamilton CapTel App, which had been resolved. Customer requested the customer attempt their call again. There has been no further response from the customer.	Mobile--Connection Issues
49154	06/20/12		Melissa	Melissa	Customer stated they are not receiving audio on their CapTel 800i.	06/22/12	Customer Service provided steps to fix the issue, which were unsuccessful. Customer Service forwarded the information to the outreach department for a home visit. The outreach department discovered that CapTel provided a replacement phone the day before the visit. The customer's phone was set up and test calls were placed, which were successful. Customer was satisfied.	800i--Technical - General
49730	06/21/12		Michelle	Michelle	Customer stated they are unable to log into their account.	06/21/12	Customer Service emailed the customer's log in information and attempted to verify if the customer was able to process a call. There has been no further response from the customer.	CapTel--System/Browser Issues
49589	06/26/12		Tina	Tina	Customer stated that they were receiving an error message when attempting to place a captioned call.	06/27/12	Customer Service inquired what the error message was the customer was receiving and if they were able to log in. Customer replied that the issue was resolved and was satisfied.	Mobile--Unable To Make Captioned Calls
50019	07/02/12		Tina	Tina	Customer stated they were unable to place captioned calls.	07/18/12	Customer Service attempted to obtain additional information by email. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
50139	07/03/12		Tina	Tina	Customer stated that the received calls option will not stay in default to the on position.	07/18/12	Customer Service apologized and forwarded the information to the technical department. The technical department resolved the issue. Customer was notified.	Mobile--Technical -- General
50962	07/17/12		Tina	Tina	Customer stated they uninstalled the Hamilton CapTel App, but continue to receive a message each day and asked that we stop the messages from coming through.	07/25/12	Customer Service apologized and requested the customer provide Customer Service with the message they were receiving to better assist them. There has been no further response from the customer.	Mobile--Miscellaneous
51124	07/18/12		Tina	Tina	Customer stated they are unable to place a call using Hamilton CapTel for the Smartphone using Wi-Fi.	07/18/12	Customer Service requested additional information from the customer to send to the technical department. There has been no further response with the customer.	Mobile--Unable To Make Captioned Calls
51324	07/19/12		Tina	Tina	Customer stated that they are unable to copy and paste a conversation into an e-mail from the Hamilton CapTel App.	11/16/12	Customer Service apologized and stated this information would be forwarded to the technical department. The technical department updated the Hamilton CapTel App. Customer was notified.	Mobile--Technical -- General
51426	07/23/12		Tina	Tina	Customer stated that they are not receiving all of the captions.	07/25/12	Customer Service apologized and attempted to obtain additional call information by email. There has been no further response from the customer.	CapTel--Accuracy of Captions
73054	07/30/12		Brenda	Brenda	Customer stated they were unable to log into Hamilton CapTel.	08/12/12	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
52298	08/01/12		Tina	Tina	Customer stated they were unable to place captioned calls.	08/01/12	Customer Service forwarded this information to the technical department. The technical department reset the customer's account and customer was able to place a captioned call. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
52669	08/08/12		Tina	Tina	Customer stated that the received calls option will not stay in default to the on position.	08/12/12	Customer Service apologized and forwarded the information to the technical department. The technical department resolved the issue. Customer was notified.	Mobile--Technical -- General
56445	08/10/12		Tina	Tina	Customer stated they were unable to place captioned calls.	08/10/12	Customer Service attempted to obtain additional information by email. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
52939	08/13/12		Tina	Tina	Customer stated that they are not always able to place a call using the Hamilton CapTel App.	08/27/12	Customer Service emailed customer for additional information. There has been no further response from the customer.	Mobile--Technical -- General
55886	08/29/12		Kim W.	Kim W.	Customer is unable to place a Hamilton CapTel call even though they were in a 4G area.	08/29/12	Customer Service advised the customer to attempt to uninstall and reinstall the application. Customer stated they would try this and contact us back if there were further issues. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
56255	09/04/12		Tina	Tina	Customer stated they lost captions in the middle of the call.	09/04/12	Customer Service explained why this could happen and offered suggestions for clearing the browsing history and cache files. Customer was satisfied.	CapTel--Captions -- Stop In Middle of Call
56505	09/06/12		Ellis	Ellis	Customer stated that the received calls option will not stay in default to the on position.	09/08/12	Customer Service apologized and forwarded the information to the technical department. The technical department resolved the issue. Customer was notified.	Mobile--Technical -- General
56619	09/10/12		Michelle	Michelle	Customer stated they receive an error message that states "connection to Hamilton has been lost, please log in again", when they attempt to log in.	10/02/12	Customer Service discovered the customer was using the cell phone as both the voice line and the hotspot. Customer Service left a message for the customer. There has been no further response from the customer.	CapTel--Technical -- General
59373	09/11/12		Tina	Tina	Customer stated that the website for the Smartphone Compatibility site was incorrect.	10/25/12	Customer Service apologized and stated the website has been updated since the customer had received the link. Customer Service forwarded current information. Customer was satisfied.	Mobile--Technical -- General
64473	09/21/12		Tina	Tina	Customer stated they are unable to place a call using Hamilton CapTel for the Smartphone.	01/24/13	Customer Service apologized and requested additional information to forward to the technical department. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
59378	09/22/12		Kim	Kim	Customer stated they were unable to log in on their Mobile device.	10/25/12	Customer Service explained how to restart their device and reset their account. Customer was able to reset their account and device; customer successfully logged in. Customer was satisfied.	Mobile--System/Browser Issues
69471	09/26/12		Tina	Tina	Customer stated they are receiving an error message while attempting to register from their mobile device.	09/26/12	Customer Service apologized and explained that the technical department was working to resolve the issue. Customer Service directed the customer to register on their PC. The technical department resolved the issue and customers are able to register from their mobile device. Customer was able to register and place successful calls. Customer was satisfied.	CapTel--Technical -- General

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
58436	09/27/12		Jessica	Jessica	Customer stated they are unable to make a call out using Mobile CapTel.	10/24/12	Customer Service apologized and stated someone would return a call. Customer Service has left messages for the customer. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
64481	09/28/12		Tina	Tina	Customer stated they lost captions in the middle of the call.	09/29/12	Customer Service apologized and requested more information for the technical department to research the issue. There has been no further response from the customer.	CapTel--Captions -- Stop In Middle of Call
64485	09/29/12		Tina	Tina	Customer stated issues with the accuracy of captions and they appear to lag far behind the conversation.	09/29/12	Customer Service apologized and inquired by email which Hamilton CapTel Service they were using. There has been no further response from the customer.	CapTel--Accuracy of Captions
58439	10/03/12		Brenda	Brenda	Customer stated that they were receiving an error that the service has been disconnected. Customer requested a call back at a later time.	10/24/12	Customer Service apologized and stated someone would return a call. Customer Service has continued to attempt to contact the customer, but there has been no further response.	Mobile--Technical -- General
58274	10/03/12		Jody	Jody	Customer stated they closed the application before they could print or view their conversation. Customer inquired if there was anyway to retrieve this conversation.	10/05/12	Customer Service apologized and explained there is no way to retrieve conversation. Customer understood.	Mobile--Technical -- General
69496	10/03/12		Tina	Tina	Customer stated they were not able to connect to the Hamilton CapTel App using their Kindle Fire Tablet. Customer stated they spoke with Kindle and they stated it is something with the programming at CapTel. Customer stated that they are able to use digits on all other Apps.	10/03/12	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues
58618	10/11/12		Lonnie	Lonnie	Customer stated they were receiving a network error message.	10/11/12	Customer Service explained how to reset the equipment. Customer was able to reset the equipment and make a successful test call. Customer was satisfied.	800i--Technical - General
64496	10/11/12		Tina	Tina	Customer stated the CA pressed option one during the recording, which put them into a voice mail.	10/11/12	Customer Service apologized and explained the CA is unable to interface with the recording that the customer reaches during a call. Customer understood.	Mobile--Complaints
59123	10/22/12		Tina	Tina	Customer stated they are receiving an error which states "unable to connect to captions via internet".	10/22/12	Customer Service explained the error message and how to reset the CapTel 800i. Customer was able to connect to the internet, but still unable to receive captions. Customer Service directed customer to CapTel Customer Service for further assistance. Customer was satisfied.	800i--Technical - General
67986	10/29/12		Tina	Tina	Customer stated they were having connection issues.	10/29/12	Customer Service responded to the customer's email. Customer stated that it was working properly. Customer was satisfied.	Mobile--Connection Issues
64531	10/30/12		Tina	Tina	Customer stated that the CapTel 840i is not working properly. Customer stated that they had unplugged it and waited several minutes, which did not resolve the issue.	10/30/12	Customer Service explained if they received a message of "no internet connection", this would indicate that they had lost their internet connection. Customer Service explained that this connection is necessary to receive captions. Customer Service requested that the customer press the caption button off and then on again to restore their internet connection and if that did not work to check their internet settings through their menu. Customer was able to restore captions. Customer was satisfied.	CapTel--Complaints

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
64501	10/31/12		Tina	Tina	Customer stated their captioning service was not working.	10/31/12	Customer Service apologized and attempted to obtain information of which Hamilton CapTel Service the customer was using. There has been no further response from the customer.	CapTel--Complaints
64515	11/07/12		Tina	Tina	Customer stated they were unable to place captioned calls.	11/07/12	Customer Service attempted to obtain additional information by email. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
74109	11/11/12		Mandy	Mandy	Customer stated they were unable to log into Hamilton CapTel.	11/11/12	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
73050	11/22/12		Robyn	Robyn	Customer stated they are not receiving any captions.	11/22/12	Customer Service attempted to assist the customer, but they could not hear the representative. Customer Service has sent an email to the customer. There has been no further response from the customer.	800--Captions - No Captions
61155	11/26/12		Tina	Tina	Customer stated they were unable to place captioned calls.	12/01/12	Customer Service forwarded information to the technical department. The technical department discovered an issue with Hamilton CapTel Service, which was resolved. Customer was notified and able to place a successful call.	CapTel--Unable To Make Captioned Calls
64530	11/28/12		Tina	Tina	Customer stated they are receiving an error message when they attempt to place a call through Hamilton CapTel.	11/28/12	Customer Service verified customer was processing calls correctly through the website. Customer Service suggested to test their internet connection when call is received. There has been no further response from the customer.	CapTel--Unable To Make Captioned Calls
67905	12/10/12		Jody	Jody	Customer stated issues with connecting to the Hamilton CapTel App.	12/25/12	Customer Service stated someone would return a call to the customer. Customer has left messages for the customer, but there has been no further response from the customer.	Mobile--Connection Issues
73048	12/25/12		Robyn	Robyn	Customer stated they are receiving a password error when attempting to connect the CapTel 840i.	01/12/13	Customer Service forwarded the information to the technical department. The technical department attempted to contact the customer, but there has been no further response.	CapTel--System/Browser Issues
62831	12/26/12		Tina	Tina	Customer stated they have been unsuccessful in reaching a specific telephone number. Customer stated that they are able to reach all other telephone numbers that they dial.	01/10/13	Customer Service apologized and placed test calls to the specific telephone number, which were successful. Customer Service informed the customer and offered tips for placing the call successfully. Customer was satisfied.	CapTel--Technical - General
69025	12/26/12		Tina	Tina	Customer stated they had received a message stating to please hold for the next available CapTel CA.	12/26/12	Customer Service apologized and explained that due to a high volume in calls there may have been a longer than normal delay in connecting to a CapTel CA. Customer understood. Calls were answered at 96% within 10 seconds for the day.	CapTel--Complaints
63363	01/02/13		Tina	Tina	Customer stated the captions stopped five times during their hour long conference call.	01/04/13	Customer Service forwarded information to the technical department. The technical department discovered that the customer disconnected each time. Customer was notified.	CapTel--Captions -- Stop In Middle Of Call
64392	01/02/13		Tina	Tina	Customer stated the CAs are not processing their Spanish calls properly.	01/02/13	Customer Service apologized and inquired if they had the CA number. Customer did not have the call information, but stated they would note this information in the future. Customer hung up.	CapTel--Unable to make Spanish captioned calls
69417	01/05/13		Tina	Tina	Customer stated that it is taking over ten minutes for connection and they are unable to place a call.	01/05/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
63733	01/10/13		Tina	Tina	Customer stated they are unable to place a Hamilton CapTel call using a Smartphone.	01/10/13	Customer Service discovered the Mobile App had locked up the customer's phone. Customer Service explained how to reset the phone and the account. Customer placed a test call, which was successful. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
63865	01/14/13		Tina	Tina	Customer stated they were unable to place a captioned call.	01/16/13	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered a Java issue with Internet Explorer 8 and Hamilton CapTel's website. Technical has resolved this issue. Customer was notified and placed a successful test call. Customer was satisfied.	CapTel--System/Browser Issues
64113	01/15/13		Tina	Tina	Customer stated they were receiving an error when attempting to log into their Hamilton and Sprint CapTel apps.	01/18/13	Customer Service apologized and explained there was technical issue that could be affecting their ability to log in. The technical department resolved the issue and customer was notified. Customer was able to log into their Hamilton CapTel App successfully. Customer was satisfied.	Mobile--Technical -- General
63907	01/15/13		Tina	Tina	Customer is unable to place a Hamilton CapTel call.	01/30/13	Customer Service apologized and forwarded information to the technical department. The technical department reset the customer's account. Customer was notified and able to place a successful test call. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
67906	01/17/13		Christa	Christa	Customer stated they were unable to place a call to their mother on November 25th and 26th.	01/17/13	Customer Service forwarded information to the technical department. The technical department did not discover any issues with the customer account on those days. Customer was notified and stated that they have been placing calls successfully. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
72105	01/18/13		Brenda	Brenda	Customer stated they were unable to log into Hamilton Web CapTel.	01/18/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--System/Browser Issues
64370	01/23/13		Michelle	Michelle	Customer stated they are not satisfied with the CapTel 840i and TV ears and would like to send them back.	01/23/13	Customer Service forwarded the information to the marketing department. The marketing department provided the information on how to return the equipment. Customer was satisfied.	CapTel--Complaints
64377	01/23/13		Kim	Kim	Customer stated the CapTel 840i device continues to lose connection to the internet.	01/23/13	Customer Service explained how to perform a physical reset of the phone. Customer stated they would call back if they had any further issues. There has been no further response from the customer.	CapTel--Complaints
64418	01/23/13		Tina	Tina	Customer stated they are unable to place a call using an iPad.	01/23/13	Customer Service discovered they were logged in at another location. Customer Service explained how to reset the account. Customer reset their account and placed a successful test call. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
69772	01/23/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/19/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
67935	01/25/13		Diane	Diane	Customer stated that the Spanish captions are not as accurate as the English captions.	01/25/13	CapTel Customer Service researched the issue and did not discover any issues with sound quality on the call. Customer Service explained that due to accents, often they may see "speaker unclear". Customer understood.	CapTel - Accuracy of Captions
73053	01/28/13		Brenda	Brenda	Customer stated they were unable to log into Hamilton CapTel.	01/31/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
65536	01/31/13		Brenda	Brenda	Customer stated they were unable to place captioned calls.	01/31/13	Customer Service apologized and forwarded information to the technical department. The technical Department discovered an issue with Hamilton's server, the issue was resolved and attempts were made to notify the Customer, but there has been no response.	Web and Mobile Captel -- Service - General
70309	01/31/13		Tina	Tina	Customer stated that their service has not been working all morning.	01/31/13	Customer Service apologized and informed the customer that on January 31, 2012 Hamilton CapTel experienced an unforeseen interruption in service that has been resolved. Customer was notified.	CapTel--Technical -- General
69778	01/31/13		Tina	Tina	Customer stated difficulties connecting to Hamilton Web CapTel.	01/31/13	Customer Service apologized and explained that Hamilton CapTel experienced an unforeseen interruption in service that has been resolved. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
70836	02/22/13		Brenda	Brenda	Customer stated the captioning had poor quality of spelling and incorrect words. Customer stated they would call back with specific details.	02/26/13	Customer Service apologized and has attempted to contact the customer several times. There has been no further response from the customer.	Mobile--Complaints
69259	02/23/13		Chuck	Chuck	Customer stated when placing a call, they receive a message that the number they are attempting to call is already in use.	02/23/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
67189	03/07/13		Tina	Tina	Customer stated they were unable to place captioned calls.	03/10/13	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered a Java issue with Internet Explorer 8 and Hamilton CapTel's website. Technical has resolved this issue. Customer was notified and placed a successful test call. Customer was satisfied.	CapTel--System/Browser Issues
69924	03/08/13		Tina	Tina	Customer stated that part of the conversation did not appear on their browser.	04/22/12	Customer Service requested that the customer email a screen shot. There has been no further response from the customer.	CapTel--System/Browser Issues
69768	03/09/13		Tina	Tina	Customer stated since the new update when they log in it displays the incorrect area code and the call disconnects after 30 seconds.	04/19/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Technical -- General
67330	03/10/13		Kim	Kim	Customer stated that each time they place a call, the website would disconnect. Customer stated this happens through both IE and Firefox.	03/24/13	Customer Service apologized and forwarded information to the technical department. The technical Department discovered an issue with Hamilton's server, the issue was resolved and attempts were made to notify the Customer, but there has been no response.	Web and Mobile Captel -- Service - General

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
67327	03/10/13		Mandy	Mandy	Customer stated they can not log in.	03/24/13	Customer Service apologized and forwarded information to the technical department. The technical Department discovered an issue with Hamilton's server, the issue was resolved and attempts were made to notify the Customer, but there has been no response.	Web and Mobile CapTel -- Service - General
69279	03/11/13		Brenda	Brenda	Customer stated their Web and Hamilton CapTel is not working.	03/11/13	Customer Service explained that there was a technical issue. The technical department resolved the issue and customer was notified. Customer was able to place a successful call.	CapTel - Connection Issues
70481	03/11/13		Tina	Tina	Customer stated that during a business call when it ended they hit "end conversation" and then "save conversation" the screen went blank and the document was not saved, no captions.	03/11/13	Customer Service forwarded the information to the technical department. The technical department resolved the issue and customer was notified. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
67604	03/13/13		Brenda	Brenda	Customer stated that when attempting to use the Hamilton CapTel App on his iPhone they press the App and then the screen goes black.	04/01/13	Customer Service forwarded information to the technical department. The technical department discovered a compatibility issue with Hamilton CapTel and iPhone's new OS. Customer was provided instructions on how to restore the device. Customer understood.	Mobile--Connection Issues
70487	03/15/13		Tina	Tina	Customer stated they find the Hamilton CapTel website very difficult especially in trying to locate their account information.	03/15/13	Customer Service apologized and instructed the customer where to go on the website to place a call. Customer was satisfied.	CapTel--Service -- General
70063	03/16/13		Robyn	Robyn	Customer stated they were unable to log into Hamilton Web CapTel.	03/16/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
69600	03/23/13		Tina	Tina	Customer stated that the captioning quality was poor and they were unable to understand the conversation.	03/23/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel--Complaints
69466	03/24/13		Chuck	Chuck	Customer stated they were unable to log into Hamilton Web CapTel.	03/25/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--System/Browser Issues
69467	03/24/13		Chuck	Chuck	Customer stated they were unable to log into Hamilton Web CapTel.	04/16/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
68425	03/29/13		Tina	Tina	Customer stated they are unable to place a call using Hamilton CapTel for the Smartphone.	03/29/13	Customer Service explained there was a technical issue with the Hamilton CapTel that has been resolved. Customer Service requested customer attempt their call again. Customer was satisfied.	Mobile--Unable To Make Captioned Calls
70410	03/31/13		Jessica	Jessica	Customer stated they were not receiving captions on their device unless they press the blue customer service button on the phone.	03/31/13	Customer Service explained how to receive captions and how to perform a reset to their phone. Customer reset the device and was able to receive captioning successfully. Customer was satisfied.	800i--Technical - General
70895	04/02/13		Kim	Kim	Customer stated that after installing Hamilton CapTel on their mother's iPad, they have been unsuccessful in placing a call. Customer stated that they are able to receive a call.	04/19/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category	
69856	04/03/13		Tina	Tina	Customer stated the website is not displaying correctly.	04/03/13	Customer Service requested that the customer refresh the page that they are logging in on. Customer was satisfied.	CapTel--Service -- General	
68798	04/04/13		Brenda	Brenda	Customer stated they were trying to help a client with the Hamilton CapTel App and the keypad continues to appear.	04/04/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Connection Issues	
68947	04/07/13		Kim	Kim	Customer stated they were unable to log into Hamilton Web CapTel.	04/21/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls	
68917	04/08/13		Ellen	Ellen	Customer stated that they were unable to log in and place a call.	04/08/13	Customer Service forwarded the information to the technical department. The technical department explained that there was a technical issue, which had been resolved. Customer was able to place a successful call and was satisfied.	Mobile--Service -- General	
70106	04/08/13		Brenda	Brenda	Customer stated they downloaded the Hamilton CapTel App on their iPad, but the log in will not appear.	04/20/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Service -- General	
72649	04/09/13		Tina	Tina	Customer stated they were unable to view captions.	04/09/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues	
68955	04/09/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/09/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls	
71187	04/10/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	05/02/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls	
70306	04/10/13		Tina	Tina	Customer stated that they are not getting any captions on their calls. Customer stated they have sent a complaint to the FCC for failure to assist.	04/12/13	Customer Service assured the customer that technical was able to reset their account. Their account was reset and tested successfully. Customer was notified.	CapTel--Service -- General	
71458	04/11/13		Tina	Tina	Customer stated they were experiencing issues connecting through Hamilton CapTel.	04/11/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues	
69258	04/11/13		Tina	Tina	Customer stated they are unable to place a call with Hamilton CapTel.	04/13/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls	
71380	04/12/13		Tina	Tina	Customer stated the CapTel 800i phone was not displaying captions.	04/13/13	Customer Service requested further information by email. There has been no further response from the customer.	800i--Captions - No Captions	
71253	04/12/13		Tina	Tina	Customer stated they have updated their CapTel phone several times, but it continues to request an update.	05/03/13	Customer Service requested further information on what type of mobile device the customer was using. Customer has had no further response with Customer Service.	CapTel--Technical -- General	

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
69345	04/12/13		Kim	Kim	Customer stated they are unable to place a call with Hamilton CapTel.	04/14/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
72697	04/15/13		Tina	Tina	Customer stated they were unable to view captions.	04/15/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
69577	04/17/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/17/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
69573	04/17/13		Robyn	Robyn	Customer stated they were unable to log into Hamilton CapTel.	04/17/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
70404	04/18/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	04/30/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
73512	04/18/13		Tina	Tina	Customer stated they were unable to log into Hamilton CapTel.	04/18/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
69870	04/20/13		Kim	Kim	Customer stated that when they attempt to place a call they receive a message, "this conversation has ended", before the conversation begins.	04/20/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
69971	04/22/13		Jessica	Jessica	Customer stated they are unable to place a call with Hamilton CapTel.	04/30/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
69976	04/22/13		Jessica	Jessica	Customer stated they are unable to place a call with Hamilton CapTel.	04/30/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
71181	04/23/13		Tina	Tina	Customer stated they were not able to place calls from their phone with the Hamilton CapTel App. Customer stated that the message states "Hamilton disconnected".	05/02/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	Mobile--Unable To Make Captioned Calls
70406	04/24/13		Brenda	Brenda	Customer stated they were unable to log into Hamilton Web CapTel.	05/07/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
70102	04/24/13		Tina	Tina	Customer stated when they hear the first ring it then stops and the call cannot get through. they are using an Android LG4.	04/24/13	Customer Service apologized and requested additional information so they could assist the customer. There has been no further response from the Customer.	Mobile--Connection Issues
70726	04/27/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	05/10/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73216	04/27/13		Tina	Tina	Customer stated they were unable to log into Hamilton CapTel.	04/28/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	Mobile--Unable To Make Captioned Calls
70771	04/28/13		Mandy	Mandy	Customer stated that when placing a call through Hamilton CapTel, it appears that they are receiving other conversation.	04/30/13	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the Hamilton server, which was resolved the same day. Customer was notified and able to place a successful call.	CapTel--Complaints
70729	04/28/13		Mandy	Mandy	Customer stated when they attempt to place a call it rings then disconnects.	04/30/13	Customer Service forwarded information to the technical department. The technical department discovered that the customer had two accounts. Both accounts were reset and the customer was able to place calls successfully. Customer was satisfied.	Mobile--Technical -- General
72654	04/29/13		Tina	Tina	Customer stated when placing a call, they receive a message that the number they are attempting to call is already in use.	04/29/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
70762	04/29/13		Tina	Tina	Customer stated that when they dial the called party, the phone rings once and disconnects.	05/04/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
72717	05/02/13		Tina	Tina	Customer stated when placing a call, they receive a message that the number they are attempting to call is already in use.	05/02/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
71199	05/02/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	05/28/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73186	05/02/13		Melissa	Melissa	Customer received an email regarding the decision to discontinue Hamilton Internet Relay and was concerned that this may affect Hamilton CapTel Services.	05/02/13	Customer Service explained that the discontinuation of Internet Relay services would not affect their CapTel Service. Customer was satisfied.	Mobile--Service -- General
71742	05/12/13		Mitch	Mitch	Customer stated they are unable to receive captions on their CapTel phone.	05/14/13	Customer Service apologized and attempted several times to get the captions to work with no success. Customer Service forwarded information to CTI Customer Service.	800i--Unable to Make Captioned Calls

Internet-Based CapTel 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded by	Inquiry	Resolution Date	Resolution	Category
71961	05/14/13		James	James	Customer stated difficulties placing Spanish Web CapTel calls.	06/20/13	Customer Service apologized and forwarded the information to the technical department. The technical department has resolved this issue. Customer has been notified at time of resolution.	CapTel--Unable To Make Spanish Captioned Calls
71968	05/14/13		Ellen	Ellen	Customer stated difficulties placing Spanish Web CapTel calls.	06/20/13	Customer Service apologized and forwarded the information to the technical department. The technical department has resolved this issue. Customer has been notified at time of resolution.	CapTel--Unable To Make Spanish Captioned Calls
72078	05/15/13		Jody	Jody	Customer stated they were unable to log into Hamilton CapTel.	05/16/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73251	05/17/13		Tina	Tina	Customer stated that since they got the call me number they are unable to process calls.	05/17/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
72165	05/17/13		Kim	Kim	Customer stated they were unable to log into Hamilton Web CapTel.	05/20/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Technical -- General
72090	05/17/13		Tina	Tina	Customer stated they were unable to log into Hamilton CapTel.	05/20/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
72472	05/23/13		Tina	Tina	Customer stated they were unable to log into Hamilton Web CapTel.	5/24/2013	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel--Unable To Make Captioned Calls
73183	05/24/13		Tina	Tina	Customer stated they were not able to place calls.	05/24/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
73218	05/24/13		Tina	Tina	Customer stated they were not able to place or receive calls.	05/24/13	Customer Service forwarded the information to the technical department. The technical department reset the customer's account. Customer was able to place a successful call and was satisfied.	CapTel - Connection Issues
73324	05/25/13		Tina	Tina	Customer stated that their calls disconnect in the middle of the conversation.	05/31/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel--Captions -- Stop In Middle of Call
74083	05/30/13		Michelle	Michelle	Customer stated that when using their iPad, the screen fills up and wants to know how to scroll or clear for additional conversation.	06/15/13	Customer Service emailed the customer and requested additional information. There has been no further response from the customer.	CapTel - Connection Issues