

## New Mexico Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
9280	6/5/2013		Robyn	Carey	Customer stated they have been attempting to reach 811 for weeks and their call is being routed to 7-1-1.	6/21/2013	Customer Service referred the customer to their telephone company regarding this issue. Customer understood.
6312	6/30/2013		Oscar	Tina	Customer complained about static on their telephone line.	6/30/2013	Customer Service directed customer to their telephone provider for assistance with their telephone line. Customer was satisfied.
848883	7/15/2013		Ellis	Ellis	Customer stated technical issues with the caller ID on their TTY.	7/15/2013	Customer Service discovered the Caller ID did not display on the TTY. Customer Service referred customer to their phone company to resolve the issue. Customer was satisfied.
517630	9/13/2013		Ellis	Ellis	Customer is assisting a VCO user that stated their line is continuously busy, and they do not have a dial tone.	9/13/2013	Customer Service referred customer to their phone company. Customer believed it was an equipment issue. Customer Service provided the telephone number for the New Mexico Commission for the Deaf and Hard of Hearing. Customer was satisfied.
476590	10/30/2013		Dawn	Dawn	Customer stated the CAs are not re-voicing what the voice party is saying. Customer stated they are hard of hearing too and have requested the CA to re-voice everything that is being said by both parties.	10/30/2013	Customer Service apologized and explained the CA role during a STS call. Information was forwarded to management so they are aware of this customer's issue. Customer understood.
922860	12/18/2013		Jessica	Jessica	Customer stated that all male CAs are arrogant. Customer stated that CAs are allowed to revoice for the person they called.	12/18/2013	Customer Service explained to the customer that the CAs are unable to revoice for the terminating non-speech disabled party. Customer stated Hamilton is wrong, that is not the FCC law and they will file a complaint through the FCC. Customer disconnected.
123863	12/21/2013		Dawn	Dawn	Customer stated that Hamilton Relay STS Service is a horrible service for not revoicing both STS user and non-speech disabled user.	12/21/2013	Customer Service apologized and stated information would be forwarded to management. Customer disconnected.
917496	1/10/2014		Jessica	Jessica	Customer stated that CAs and Supervisors speak louder while on the call and it does not assist the customer in understanding.	1/10/2014	Customer Service apologized and stated the CA and Supervisor would be counseled and monitored more frequently. Information was forwarded to management and the CA and Supervisor was counseled; monitoring has occurred. Customer was satisfied.
6094621	1/15/2014		Carey	Carey	Customer filed a complaint regarding information not being entered into their Customer Profile.	1/15/2014	Customer disconnected before providing any further information regarding the issue. Customer stated they would call back to deal with this issue. There has been no further contact from the customer.
148715	1/15/2014		Dawn	Dawn	Customer stated their calls are not being announced properly.	1/15/2014	Customer Service attempted to apologize. Customer became abusive to Customer Service Representative. Customer Service disconnected the call.
655398	1/19/2014		Jessica	Jessica	Customer states CAs are not following instructions listed in their profile. Customer did not provide specific CA numbers.	1/19/2014	Customer Service apologized and verified the customer; profile information was verified. Customer Service advised information would be forwarded to management, but without specific CA numbers we would be unable to counsel the CA. Customer was satisfied.

## New Mexico Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
1055993	1/22/2014		Dawn	Dawn	Customer stated they receive an error message whenever dialing a specific toll free number.	1/22/2014	Customer Service discovered the customer was dialing the incorrect toll free number. Customer was satisfied.
672105	3/15/2014		Carey	Carey	Customer stated that they are attempting to dial 7-1-1 from a landline phone and receiving an operator generated message stating that the number cannot be completed as dialed.	4/3/2014	Customer Service contacted Century link in order to check the 7-1-1 translation. Century Link advised that they do have the correct 7-1-1 translation set up and stated that the customer has a block on their account. Customer Service notified the customer and referred them to their provider for further assistance. Customer understood.
632526	4/9/2014		Tina	Tina	Customer requested a conference call with the Vice President of the Relay to have the rule rescinded where they are unable to request the OPR to revoice what the Voice Party has said to them.		Customer Service forwarded the request to the Relay Vice President. This issue was reviewed and we have successfully placed test calls with this customer for a specific call type she has requested. Final testing and draft procedures are near completion.
9064562	4/28/2014		Tyna	Tyna	Customer stated when dialing their mother's telephone number the call is routed into the Relay New Mexico Service. Customer stated mother does not need or use the Relay Service.	4/28/2014	Customer Service checked the number to see if profiled and found nothing in the system for the number in question. Customer Service referred the customer to their telephone service provider. Customer was satisfied.
839518	5/8/2014		Jon	Jon	Customer states profile is not displaying.	5/10/2014	Customer Service apologized and stated information would be forwarded to the technical department. The technical department reset the customer's profile; which resolved the issue. Customer was satisfied.

# New Mexico Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Category
External Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous

## New Mexico Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Category
External Complaints - Miscellaneous
Technical Complaints - Tech Issues 7-1-1 Problem
Service Complaints - Miscellaneous
Technical Complaints - Tech Issues 7-1-1 Problem
Technical Complaints - Miscellaneous