

## Hamilton Traditional TRS Relay 2014 FCC Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
789732	6/1/2013		Tina	Tina	Customer stated their displeasure with the discontinuation of Hamilton Internet Relay	7/10/2013	Customer Service apologized and provided a list of current Internet Relay providers. Information was forwarded to management so they were aware of this complaint also. Customer understood.	Service Complaints - Miscellaneous
882647	9/17/2013		Jessica	Jessica	Customer stated they have been receiving suspicious telephone calls through the relay.	10/1/2013	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 - Suspicious/Harassment Call
297052	10/19/2013		Dawn	Dawn	Customer stated they hear loud piercing noise after the VCO party says Go Ahead.	12/12/2013	Customer Service stated a Customer Service Specialist would return a call to the customer. Customer Service Specialist returned a call and left a message explaining about TTY tones that could be heard after the party provides the Go Ahead. There has been no further contact from the customer.	Technical Complaints - Tech Issues VCO/2LVCO Problem
2064518	2/7/2014		Carey	Carey	Customer stated they are unable to check their voicemail.	2/7/2014	Customer Service attempted to provide troubleshooting tips to the customer however, the customer stated the typing was garbled. Customer hung up.	Technical Complaints - Miscellaneous
9026632	2/19/2014		Tyna	Tyna	Customer stated they are unable to check their voicemail.	2/20/2014	Customer Service attempted to provide troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints - Miscellaneous
270977	3/22/2014		Chuck	Chuck	Customer stated they were unable to dial the Relay from their office.	3/22/2014	Customer Service discovered that 7-1-1 was not translated in their office. Customer Service explained about 7-1-1 translation and offered to speak to the telephone administrator; which customer denied. Customer Service provided the toll free access number to reach the Relay. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
363030	4/24/2014		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the relay.	4/24/2014	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 - Suspicious/Harassment Call

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4019454	5/22/2014		Dawn	Dawn	Customer stated they have been receiving suspicious telephone calls through the relay.	5/22/2014	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 - Suspicious/Harassment Call