

LOUISIANA RELAY ADMINISTRATION BOARD

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June 17, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Louisiana. Louisiana's complaint summary is associated with complaints related to FCC TRS rules.

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

Louisiana Relay Service has received a total of 64 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2013 through May 31, 2014.

Of the 64 total complaints in Louisiana, 13 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Service personnel have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Service will continue to work with this relay user.

Please feel free to contact me at 985-707-8277 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Bonnie Eades, President
Relay Administration Board

Louisiana 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 | Category |
|-----------|--------------|--------|---------------|--------------|--|-----------------|--|--|
| 74896 | 6/12/2013 | | Kim | Ellis | Customer is attempting to set up a Dialogue VCO but when pressing the relay button they are receiving a recording from ATT directing them to customer service. | 6/12/2013 | Customer Service explained that the recording they were reaching was from their provider. Customer Service requested the customer attempt a call directly from the phone without using a speed dial button; the same recording was received. Customer Service explained how to program the relay button with 711, but directed the customer to their provider for assistance with the recording from their telephone company. Customer understood. | External Complaints - Miscellaneous |
| 16411 | 6/20/2013 | 4165F | Michelle | Ellis | Customer stated the CA always requests for them to repeat and does not understand them. | 6/28/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled and monitored in regards to this issue. Customer was satisfied. | Service Complaints - Miscellaneous |
| 63466 | 6/26/2013 | 3013 | Tina | Tina | Customer stated that the CA was not keeping up with the conversation and they appear to be sleeping as there was a long delay in the CA's response. | 7/2/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled and monitored in regards to this issue. Customer was satisfied. | Service Complaints - CA Accuracy/Spelling/Verbatim |
| 31006 | 6/27/2013 | 1279F | Ellis | Ellis | Customer stated the CA provided the incorrect information to their called party. Customer stated CA informs them that they cannot read what is being typed. | 6/27/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled and monitored in regards to this issue. Customer was satisfied. | Service Complaints - CA Gave Wrong Information |
| 33438 | 6/28/2013 | 3011F | Ellis | Ellis | Customer stated that the CA was typing to slowly. | 7/1/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled and monitored in regards to this issue. The CA had 64 WPM and 97 % accuracy on their latest typing score. Customer was satisfied. | Service Complaints - CA Typing Speed |
| 31771 | 6/28/2013 | 3011 | Ellis | Ellis | Customer stated CA did not dial the correct number from their Speed Dial list and kept asking them for the number. | 6/28/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled and monitored in regards to this issue. Customer was satisfied. | Service Complaints - Improper Use of Speed Dialing |
| 3012107 | 7/23/2013 | | Jessica R | Jessica R. | Customer stated they are unable to receive a VCO call through the Relay. | 7/25/2013 | Customer Service apologized and did test calls with the customer. The test calls through the Relay would not auto connect to the profiled VCO connection. Customer Service updated the profile so it will not attempt the auto VCO connection and this has resolved their issue. Customer was satisfied. | Technical Complaints - Tech Issues VCO/2LVCO Problem |
| 346842 | 7/24/2013 | 1312 | Ryan | Ryan | Customer stated that the CA was not showing their Speed Dial list, but customer hung up and called back to the relay and next CA had the Speed Dial list. | 7/24/2013 | Customer Service apologized and offered to verify their profile; customer declined to give profile information. Customer hung up. | Technical Complaints - Miscellaneous |

Louisiana 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 | Category |
|-----------|--------------|--------------|---------------|--------------|---|-----------------|--|--|
| 132472 | 7/24/2013 | 4062F | Ellis | Ellis | Customer stated the CA asked them to repeat multiple times. | 7/24/2013 | Customer Service discovered that the customer was not awaiting the GA to begin to speak. Customer Service explained that the CA would be unable to hear the customer before the GA. Customer understood. | Service Complaints - Miscellaneous |
| 279178 | 7/26/2013 | 9097 | Carey | Carey | Customer stated the CA dialed the incorrect number. | 8/12/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to the technical department. The technical department discovered that the CA dialed the number provided but there was no connection so there will be no bill. Customer was informed. Customer was satisfied. | Service Complaints - CA Misdialed Number |
| 995687 | 8/14/2013 | | Chuck | Chuck | Customer stated that it took a long time for the Relay to connect. | 8/14/2013 | Customer Service discovered an issue with the automatic VCO connection on the profile. Customer Service updated the profile; which resolved the connection issue. Customer was satisfied. | Technical Complaints - Tech Issues 7-1-1 Problem |
| 772965 | 8/15/2013 | | Donte | Donte | Customer stated that slow typing is not working. | 8/17/2013 | Customer Service forwarded information to the technical department. The technical department discovered an issue with slow typing, and resolved the issue. Customer was notified. | Technical Complaints - Miscellaneous |
| 984353 | 8/22/2013 | 9034 | David | David | Customer stated the CA kept requesting them to repeat everything they said. | 8/26/2013 | Customer Service apologized and stated the CA will be counseled and monitored more frequently. Information was forwarded to management and CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - Miscellaneous |
| 297405 | 8/23/2013 | 4154 | Ellis | Ellis | Customer stated the CA was typing a word incorrectly throughout their call. | 8/23/2013 | Customer Service apologized and stated the CA will be counseled and monitored more frequently. Information was forwarded to management and CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - CA Accuracy/Spelling/Verbatim |
| 741516 | 8/24/2013 | 9016 | Kim | Kim | Customer stated when they placed a call using VCO they were able to hear the terminating party, which caused a lot of difficulty on the call. | 8/25/2013 | Customer Service apologized and forwarded information to the technical department. The technical department was aware of a recent VCO connection issue; which was resolved. Customer was satisfied. | Technical Complaints - Tech Issues VCO/2LVCO Problem |
| 105378 | 8/26/2013 | 9137F, 4085F | Ellis | Ellis | Customer stated the CA did not keep them informed during their calls. | 8/26/2013 | Customer Service apologized and stated the CA will be counseled and monitored more frequently. Information was forwarded to management and CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - CA Did not Keep User Informed |
| 362686 | 8/27/2013 | | Tina | Tina | Customer stated that more then one CA did not follow procedure. Customer stated they did not have the CA numbers of those that did not follow the instructions. | 9/2/2013 | Customer Service apologized and stated that information would be forwarded to the management. Customer Service explained that without the CA number or call information we would be unable to counsel the specific CAs. Customer understood. | Service Complaints - Didn't Follow Policy/Procedure |

Louisiana 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 | Category |
|-----------|-----------------|--------|---------------|--------------|--|-----------------|--|---|
| 164787 | 8/30/2013 | 3013 | Tina | Tina | Customer stated that the CA was typing too slowly and they disconnected their call. | 8/30/2013 | Customer Service apologized and stated the CA would be monitored on their typing; but the customer refused to give call details so Relay would be unable to look into the call disconnection. Customer understood and hung up. The latest typing test for the CA was 70 wpm 98% accuracy. | Service Complaints - CA Typing Speed |
| 543647 | 8/30/2013 | 5094 | Tina | Tina | Customer stated that the CA was typing to slowly. | 10/1/2013 | Customer Service apologized and stated that the CA would be counseled and monitored more frequently. Information was forwarded and CA was counseled; monitoring has occurred. Customer was satisfied. The CA's last typing score was 64 wpm and 97% accuracy. | Service Complaints - CA Typing Speed |
| 662722 | 9/12/2013 | | Ellis | Ellis | Customer stated their call is appearing as long distance but should be local. | 1/19/2014 | Customer Service asked some diagnostic questions and is awaiting customer's response. There has been no further response from the customer. | External Complaints - Miscellaneous |
| 601354 | 9/13/2013 | | Kim | Kim | Customer inquired why they were being billed separately for Relay calls. | 9/13/2013 | Customer Service referred customer to their telephone provider. Customer was satisfied. | External Complaints - Miscellaneous |
| 222037 | 9/13/2013 | | Ellis | Ellis | Customer indicated their speed dial entries had disappeared from their profile. | 1/19/2014 | Customer Service forwarded information to the technical department. The technical department was unable to locate the speed dial list. Customer Service requested a current copy of the speed dial list from the customer. There has been no further contact from the customer. | Technical Complaints - Miscellaneous |
| 3047081 | 9/17/2013 | 9137 | Jessica R. | Jessica R. | Customer stated the CA did not follow policy/procedure. | 9/26/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - Didn't Follow Policy/Procedure |
| 553921 | 9/27/2013 | | Dawn | Dawn | *Customer stated the CA hung up on them 3 months ago and they could not use the Relay. | 9/27/2013 | Customer Service apologized and requested call information to forward to the technical department. The customer declined to provide the requested information and disconnected. | Service Complaints - CA Hung Up on Caller |
| 696851 | 9/27/2013 21:33 | | Dawn | Dawn | Customer stated the CA dialed the incorrect number. | 10/10/2013 | Customer Service apologized and requested call detail information; customer did not have information. Customer Service explained that information would be forwarded to management, but without call detail information we would be unable to verify this issue with the technical department. Customer was satisfied. | Service Complaints - CA Misdialed Number |
| 7038909 | 10/2/2013 | | James B. | James B. | *Customer inquired why they cannot place a call through the Relay. | 10/2/2013 | Customer Service explained that as a result of repeated abusive behavior the LA RAB instructed the Relay to prevent this customer from accessing Louisiana Relay Service. Customer hung up. | Service Complaints - Miscellaneous |

Louisiana 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 | Category |
|-----------|--------------|--------|---------------|--------------|--|-----------------|--|--|
| 7038870 | 10/2/2013 | | Jessica | Jessica | *Customer inquired why they cannot place a call through the Relay. | 10/2/2013 | Customer Service explained that as a result of repeated abusive behavior the LA RAB instructed the Relay to prevent this customer from accessing Louisiana Relay Service. Customer hung up. | Service Complaints - Miscellaneous |
| 646656 | 10/2/2013 | | Dawn | Dawn | *Customer inquired why they cannot place a call through the Relay. | 10/2/2013 | Customer Service explained that as a result of repeated abusive behavior the LA RAB instructed the Relay to prevent this customer from accessing Louisiana Relay Service. Customer hung up. | Service Complaints - Miscellaneous |
| 742489 | 10/8/2013 | | Monika | Monika | Customer stated their profile did not appear to the CA on a recent call through the Relay. | 12/2/2013 | Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied. | Technical Complaints - Tech Issues VCO/2LVCO Problem |
| 274010 | 10/8/2013 | | Jessica | Jessica | *Customer inquired why they cannot place a call through the Relay. | 10/8/2013 | Customer Service explained that as a result of repeated abusive behavior the LA RAB instructed the Relay to prevent this customer from accessing Louisiana Relay Service. Customer hung up. | Service Complaints - Miscellaneous |
| 50075067 | 10/14/2013 | | Carey | Carey | *Customer stated that the STS CA with another Relay did not understand them and did not follow the customer's instructions. | 10/14/2013 | Customer Service apologized for the inconvenience and informed the customer that they would need to contact the other Relay's Customer Service to file a complaint. Customer understood. | External Complaints - Miscellaneous |
| 791516 | 11/4/2013 | | Donte' | Donte' | Customer stated the CA was replaced improperly during the middle of the call. | 11/6/2013 | Customer Service apologized and requested call detail information; customer did not have information. Customer Service explained that information would be forwarded to management, but without call detail information we would be unable to verify this issue with the technical department. Customer was satisfied. | Service Complaints - CA Replaced Improperly |
| 263638 | 11/12/2013 | 1304F | Dawn | Dawn | Customer stated the CA did not follow procedure. | 11/12/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - Didn't Follow Policy/Procedure |
| 464063 | 11/22/2013 | 1249 | Tyna | Tyna | Customer stated CA provided a false statement and is lying about incoming calls. | 11/22/2013 | Customer Service apologized and attempted to gather call information so the CA could be counseled and monitored more frequently. Customer did not provide any information in regards to the call. Customer hung up. | Service Complaints - Miscellaneous |
| 455937 | 11/22/2013 | 1161 | Carey | Carey | Customer stated the CA did not follow procedure. Customer stated that the CA refuses to place calls and when the customer requested a supervisor the CA did not get a supervisor to take the call. | 11/22/2013 | Customer Service apologized and discovered an issue with the customer's equipment. Customer Service explained about the issue with the equipment; customer became upset. Customer Service apologized and stated the information would be forwarded to management. Information was forwarded to management. Customer was satisfied. | Service Complaints - Didn't Follow Policy/Procedure |

Louisiana 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 | Category |
|-----------|--------------|--------|---------------|--------------|--|-----------------|--|--|
| 653731 | 12/2/2013 | 1249 | Carey | Carey | Customer stated the CA did not follow policy/procedure. Customer stated that the CA never places calls for them. | 12/2/2013 | Customer Service apologized and forwarded the information to management. The technical department discovered an issue with the CA workstation that was immediately resolved. Customer was notified. | Service Complaints - Didn't Follow Policy/Procedure |
| 667606 | 12/16/2013 | 1249F | Dawn | Dawn | Customer stated the CA did not follow policy/procedure. Customer was in VCO mode and CA was typing to her and asking her to repeat. Then the CA disconnected the call. | 12/16/2013 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and discovered a technical issue with the workstation. The technical department resolved the issue with the workstation and the customer was notified. | Technical Complaints - Miscellaneous |
| 10013168 | 12/24/2013 | | Derek | Derek | Customer stated was unable to place a local call without needing a credit card to process call. | 12/25/2013 | Customer Service discovered the call was a long distance call. Customer Service explained how long distance works through the Relay and offered to set up a profile. Customer declined and hung up. | Service Complaints - Miscellaneous |
| 165637 | 1/7/2014 | 5347FT | Dawn | Dawn | Customer stated the CA informed them that their typing was not coming through and then the CA stated they would get their Supervisor. Customer stated the Supervisor never came on the line and the call disconnected. | 1/8/2014 | Customer Service forwarded information to the technical department. The technical department discovered that the call never connected to VCO, this is the reason that customer never received notification of Supervisor arrival and could not be heard by CA. Customer Service offered to set up a profile for the customer, but customer declined. Customer was satisfied. | Technical Complaints - Tech Issues VCO/2LVCO Problem |
| 194549 | 1/11/2014 | 1249F | Dawn | Dawn | Customer stated the CA hung up on them. | 1/11/2014 | Customer Service apologized and stated information would be forwarded to management. Management discovered that the customer was being abusive to the CA and the call was disconnected due to abuse. Customer was notified. | Service Complaints - CA Hung Up on Caller |
| 220292 | 1/11/2014 | 1161 | Dawn | Dawn | Customer stated the CA hung up on them. | 1/11/2014 | Customer Service apologized and stated information would be forwarded to management. Management discovered that the customer was being abusive to the CA and the call was disconnected due to abuse. Customer was notified. | Service Complaints - CA Hung Up on Caller |
| 423609 | 1/13/2014 | | Dawn | Dawn | Customer stated the CA hung up on them. | 1/13/2014 | Customer Service apologized and requested call detail information; customer did not have information. Customer Service explained that information would be forwarded to management, but without call detail information we would be unable to verify this issue with the technical department. Customer was satisfied. | Service Complaints - CA Hung Up on Caller |
| 618069 | 1/13/2014 | | Carey | Carey | Customer stated they would like to file a complaint against the Supervisor for accusing them of abuse. | 1/13/2014 | Customer Service apologized and stated information would be forwarded to management. Management discovered the Supervisor disconnected the customer after they became verbally abusive during the call. Customer was notified. | Service Complaints - Miscellaneous |

Louisiana 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 | Category |
|-----------|--------------|--------|---------------|--------------|--|-----------------|---|--|
| 725401 | 1/13/2014 | | Jessica | Jessica | Customer stated they would like to file a complaint against the Supervisor for accusing them of abuse. | 1/13/2014 | Customer Service apologized and stated information would be forwarded to management. Management discovered the Supervisor disconnected the customer after they became verbally abusive during the call. Customer was notified. | Service Complaints - Miscellaneous |
| 304801 | 1/14/2014 | | Tyna | Tyna | Customer stated they were receiving a lot of garble during the call. | 1/14/2014 | Customer Service provided several tips for clearing garble during a call. Customer disconnected before garble could be cleared with Customer Service. | Technical Complaints - Garbling |
| 592012 | 1/14/2014 | | Jessica | Jessica | Customer has been receiving harassing telephone calls through the relay. | 1/14/2014 | 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 |
| 858839 | 1/28/2014 | | Dawn | Dawn | Customer stated the CA did not follow policy/procedure. Customer did not have CA number or call details. | 1/28/2014 | Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified. | Service Complaints - Didn't Follow Policy/Procedure |
| 464969 | 1/31/2014 | | Tina | Tina | Customer is unable to receive a call from their daughter through the Relay. | 2/15/2014 | Customer Service discovered the profile was not set for VCO. Customer's profile was updated. Customer Service explained about the profile update and requested the customer attempt their call again. Customer Service placed multiple test calls to the customer to be sure that the call properly connects in VCO. Test Calls were successful and customer was satisfied. | Technical Complaints - Tech Issues VCO/2LVCO Problem |
| 464975 | 2/3/2014 | 1371 | Carey | Carey | Customer stated that during a call they experienced a lot of garble and the CA called for a Supervisor. Customer stated that the Supervisor was not helpful at all and that Customer Service is more helpful during the day rather than in the evenings. | 2/3/2014 | Customer Service apologized for the inconvenience and forwarded the information to management. Customer Service provided several troubleshooting tips for clearing garble during a call. Customer was satisfied. | Service Complaints - Miscellaneous |
| 463662 | 2/11/2014 | | Jessica | Jessica | Customer stated they are experiencing long hold times for Customer Service. | 2/11/2014 | Customer Service apologized and explained at this time Customer Service was busy. Customer Service stated their concern would be forwarded to management. Information was forwarded to management and customer was satisfied. | Technical Complaints - Long Hold Time/Disconnect |
| 672297 | 2/18/2014 | | Carey | Carey | Customer stated that the CA was unable to hear them during the call and asked the customer to repeat the number to dial several times. Customer then requested a supervisor. Customer stated they had the same issue with the supervisor. | 2/18/2014 | Customer Service apologized and stated information would be forwarded to technical department. The technical department discovered that the procedure had not been followed correctly. Information was forwarded to management and the CA and Supervisor were counseled. Customer was satisfied. | Service Complaints - Miscellaneous |

Louisiana 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 | Category |
|-----------|--------------|--------|---------------|--------------|--|-----------------|--|--|
| 177022 | 2/27/2014 | | Dawn | Dawn | Customer stated they are experiencing long hold times for Relay Customer Service. | 2/11/2014 | Customer Service apologized and explained that the Relay was busy at this time. Customer Service directed the customer to attempt their call again. Customer understood. | Technical Complaints - Long Hold Time/Disconnect |
| 403213 | 3/5/2014 | 3095 F | Carey | Carey | Customer stated that the CA did not properly space in between words while typing. | 3/5/2014 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - CA Accuracy/Spelling/Verbatim |
| 649125 | 4/13/2014 | | Tyna | Tyna | *Customer states technical problems with calls through the Louisiana Relay Service. | 4/13/2014 | Customer Service apologized and requested call detail information; customer refused. Customer Service explained that without call detail information the Relay would be unable to forward any information to the technical department. Customer disconnected | Technical Complaints - Tech Issues STS Problem |
| 968001 | 4/22/2014 | 9063 | Tyna | Tyna | *Customer states there is a problem with the CAs microphone. | 4/22/2014 | Customer Service apologized and forwarded information to the technical department which tested the CA's microphone and headset; both were working properly and CA could be heard just fine. Customer was notified. | Technical Complaints - Tech Issues STS Problem |
| 801111 | 4/23/2014 | | Tyna | Tyna | Customer states when placing a call to 7-1-1 they are receiving a recorded message or fast busy signal, but they are able to access the Relay through the toll free numbers. | 4/23/2014 | Customer Service apologized and referred the customer to their service provider for further assistance with 7-1-1 programming in their area. Customer was satisfied. | Technical Complaints - Busy Signal/Blockage |
| 768720 | 4/24/2014 | | Dawn | Dawn | Customer states when placing a call to 7-1-1 they are receiving a recorded message or fast busy signal, but they are able to access the Relay through the toll free numbers. | 4/24/2014 | Customer Service apologized and referred the customer to their service provider for further assistance with 7-1-1 programming in their area. Customer was satisfied. | Technical Complaints - Busy Signal/Blockage |
| 149508 | 4/30/2014 | | Tyna | Tyna | *Customer states experiencing problems with CAs hearing them on a call when using a mobile device and wanted to file a technical complaint. | 4/30/2014 | Customer Service explained how background noises and connection to their mobile network would cause issues with the CAs being able to hear them properly during the call. Customer Service requested call detail information to forward to the technical department; customer refused. Customer said would call back and disconnected. | Technical Complaints - Tech Issues STS Problem |
| 121196 | 5/5/2014 | 5343M | Tyna | Tyna | Customer stated the CA dialed the incorrect number. | 5/5/2014 | Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the CA had dialed the correct number and processed the call correctly. Customer was informed and understood. | Service Complaints - CA Misdialed Number |
| 734863 | 5/6/2014 | | Tyna | Tyna | *Customer was asking a question to Customer Service and disconnected. | 5/6/2014 | Customer Service was unable to obtain any information before the customer disconnected. | Service Complaints - Miscellaneous |
| 421953 | 5/7/2014 | | Tina | Tina | *Customer stated that all CAs are once again messing with them and not revoicing when they ask the CA to revoice. Customer states this is happening because they know the Relay will block their number. | 5/7/2014 | Customer Service was not given the opportunity to speak as the customer just continually spoke and filed several complaints against the CAs. Customer hung up. | Service Complaints - Miscellaneous |

Louisiana 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 | Category |
|-----------|--------------|--------|---------------|--------------|---|-----------------|--|---|
| 609309 | 5/7/2014 | | Tina | Tina | Customer stated they were not receiving a dial tone or their phone would not hang up. | 5/7/2014 | Customer Service explained that these would be issues with their telephone line and directed them to their service provider. Customer was satisfied. | External Complaints - Miscellaneous |
| 761030 | 5/19/2014 | 9040 | Jack | Jack | *Customer stated their STS call was handled improperly. | 5/19/2014 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - STS call Handling Problems |
| 494959 | 5/24/2014 | 9040 | Jack | Jack | *Customer stated their STS call was handled improperly. | 5/24/2014 | Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied. | Service Complaints - STS call Handling Problems |

Louisiana CapTel FCC Complaint Report 6/1/2013 to 5/31/2014

| Track # | Date of Complaint | Contact Type | Tech. vs. Service | Agent # | Nature of Complaint | Explanation of Resolution or Status | Date & Time Resolved | Time Completed | Rep. Initials |
|---------|-----------------------|--------------|-------------------|---------|---|---|----------------------|----------------|---------------|
| 457026 | 11/10/2013 10:14AM | Phone | Service | 11079 | Customer's daughter reported inaccurate captions. | CSR apologized for incidence and thanked the customer's daughter for the feedback. Customer's daughter was able to provide specific call data. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. This CA was provided additional coaching and monitoring for consistency in performance. | 11/13/2013 03:40PM | Over 48 hours | LH |