

## Arizona Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
13866	6/9/2011		Diane	Diane	Customer stated they were receiving an operator generated message when dialing a specific long distance number.	6/9/2011	Customer Service Manager placed a test call, which was successful. Customer Service explained that the message was generated from their long distance company and directed the customer to contact their provider. Customer understood.
24329	9/21/2011		Diane	Diane	Customer stated CA hung up on them.	9/21/2011	Customer Service forwarded information to the technical department. The technical department discovered that the customer's line disconnected. Customer was notified.
24739	9/27/2011		Ella	Ella	Customer stated that when dialing into the STS line a Spanish speaking opr answered.	9/27/2011	Customer Service forwarded the information to the technical department for further investigation. The technical department discovered that the customer had dialed an incorrect number. Customer Service ensured that the customer had the correct toll free number. Customer was satisfied.
26294	10/12/2011		Tauna	Tauna	Customer stated when they dialed 711 there was static on the line.	10/12/2011	Customer Service thanked customer for the feedback and attempted to gather information. Customer declined.
27831	10/27/2011		Tina	Tina	Detective stated they were investigating fraudulent calls and requested documentation explaining what information was needed for a subpoena.	10/27/2011	Customer Service Manager forwarded the requested letter and information. Customer was satisfied.
28119	10/31/2011	1201	Alicia	Alicia	Customer stated her party disconnected due to the CA sounding robotic.	10/31/2011	Customer Service apologized and stated the CA would be counseled and monitored frequently. CA has been counseled and monitored frequently. CA is no longer employed with Hamilton.
29289	11/11/2011	4184	Kristany	Kristany	Customer stated that the OPR misdialed while placing their call.	11/11/2011	Customer Service stated that the OPR would be counseled. OPR was counseled and the customer was notified.
34673	1/4/2012		Tina	Tina	Customer stated when placing a VOIP call they received a message that says their number is not recognized by MCI.	1/4/2012	Customer Service further explained that there should be no bill when the call is placed through their VOIP provider. Profile updated. Customer was satisfied.
36020	1/18/2012		Brenda	Brenda	Customer stated that the CA dialed an incorrect number. Customer stated they stopped the CA twice and gave the area code 928, but the CA continued to dial area code 978. Customer did not have the CA number.	1/18/2012	Supervisor apologized and forwarded information to the technical department. The technical department discovered the CA number and CA was counseled. Customer was notified and satisfied.
40415	2/29/2012	Keith	Mayela	Mayela	Customer stated the Supervisor would not provide their last name.	2/29/2012	Customer Service apologized and explained that due to confidentiality, Supervisors are not allowed to provide their last name. Customer understood but was still upset.

## Arizona Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Category
External Complaints - Miscellaneous
Service Complaints - CA Hung Up on Caller
Service Complaints - Speech to Speech Call Handling Problems
Technical Issues - 711 Issues
Service Complaints - Fraudulent/Harassment Call
Service Complaints - Poor Vocal Clarity/Enunciation
Service Complaints - CA Misdialed Number
Service Complaints - Miscellaneous
Service Complaints - CA Misdialed Number
Service Complaints - Miscellaneous