

ATTACHMENT 1

Hamilton Relay 2011 2012 FCC TRS and STS Complaint Report for State of California 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
13362	6/1/2011	1180	Tina	Tina	Customer stated that the CA did not follow procedure when retrieving their external voice mail.	7/5/2011	Customer Service apologized and stated the CA would be counseled. CA was counseled and the customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
13376	6/1/2011		Tina	Tina	Customer stated they are receiving voice mail when dialing the TTY number for Wells Fargo.	7/6/2011	Customer Service advised the customer to place a call to Wells Fargo's telephone administrator and report the issue.	External Complaints - Miscellaneous
14079	6/15/2011		Tina	Tina	Customer stated that CAs say that HCO is not a supported service through the relay.	7/6/2011	Customer Service apologized and attempted to gather information, but customer hung up.	Service Complaints - Didn't Follow Policy/Procedure
14142	6/16/2011	5101	Heather	Heather	Customer stated the CA did not provide the tone of voice during their call.	7/6/2011	Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
14150	6/16/2011		Mike	Mike	Customer stated there was a long delay when reaching a relay CA.	7/6/2011	Lead OPR discovered that the customer was referring to the time it took to route the call to Hamilton. Lead OPR offered a 711 choice for Hamilton, but customer refused at this time.	Service Complaints - Miscellaneous
14154	6/16/2011		Kim	Kim	Customer stated they have not received information requested from the relay.	7/6/2011	Lead CA apologized and explained that the information had been mailed as requested. Customer was satisfied.	Service Complaints - Miscellaneous
14175	6/17/2011		Tina	Tina	Customer stated that they are unable to hear the CAs when they are speaking.	7/6/2011	Customer Service apologized and attempted to gather call information, but customer hung up.	Service Complaints - Miscellaneous
14177	6/17/2011	5004	Marian	Marian	Customer stated they are unable to understand the CAs and prefers not to use Hamilton Relay.	7/6/2011	Customer Service attempted to gather information, but customer hung up.	Service Complaints - Miscellaneous
14195	6/17/2011	5126	Diane	Diane	Customer stated the CA transferred them to Customer Service without their permission. Customer stated several issues with the relay and stated that all procedures needed to be changed.	7/6/2011	Customer Service Manager apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. Customer Service Manager has continued to work with the customer to ensure that the customer's profile meets their needs.	Service Complaints - Miscellaneous
14490	6/21/2011		Mike	Mike	Customer stated there was too long of delay before the CA answered her call.	7/6/2011	Lead CA apologized and explained that the call had been being monitored. CA responded upon arrival of the call at the workstation. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
14495	6/21/2011		Robyn	Robyn	Customer stated that the number they called through the relay was busy.	7/6/2011	Lead CA apologized and placed a test call to the number and received a recording that the number was no longer in service. Lead CA explained this to the customer and the customer hung up.	External Complaints - Miscellaneous
14527	6/21/2011		Tina	Tina	Customer requested to file a complaint against an ATT Relay CA.	7/6/2011	Customer Service provided the number for ATT Relay Customer Service. Customer was satisfied.	External Complaints - Miscellaneous
14583	6/22/2011		Bill	Bill	Customer stated when they dial a specific number through the relay, they reach a recording that the call can not go through.	7/6/2011	Lead CA apologized and placed a test call to the number, which was successful. Lead CA directed customer to their local telephone provider. Customer understood.	External Complaints - Miscellaneous
14650	6/23/2011		Melanie	Melanie	Customer stated they are unable to reach their mother through the relay. Customer stated that they had contacted his telephone provider and they state everything is working properly.	7/6/2011	Lead CA placed test calls to the other party, which were unsuccessful. Lead CA explained that the line was ringing busy. Customer stated they would drive over and verify that the phone was hung up properly.	Technical Complaints - Miscellaneous
14915	6/28/2011		Amanda	Amanda	Customer stated they were upset with the CA that processed their call.	7/6/2011	Lead CA apologized and attempted to gather call information and CA number, but customer disconnected.	Service Complaints - Miscellaneous
14925	6/28/2011		Lonnie	Lonnie	Customer stated the CA did not process their call correctly.	7/6/2011	Lead CA apologized and attempted to gather call information from the customer. Customer hung up.	Service Complaints - Miscellaneous
14996	6/29/2011		Bill	Bill	Customer stated they are unable to place a call to a specific number through the relay.	7/6/2011	Lead CA placed a test call to the number, which was successful. Customer was able to place their call through the relay and was satisfied.	Technical Complaints - Miscellaneous
15009	6/29/2011		Bill	Bill	Customer stated they are unable to process a call with their TTY.	7/6/2011	Lead CA attempted to do troubleshooting, but the customer hung up.	Technical Complaints - Miscellaneous

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15010	6/29/2011		Jessica	Jessica	Customer stated that they dislike all procedures. Customer stated that they need to be changed as it does not allow for interaction with the CAs, which is unfair to the employees.	7/6/2011	Lead CA apologized and stated information would be forwarded to management. Customer understood. Customer Service Manager has continued to work with the customer to ensure that the customer's profile meets their needs.	Service Complaints - Miscellaneous
15052	6/29/2011		Jody	Jody	Customer stated the CAs are not providing the tone of voice.	7/6/2011	Supervisor explained the tone of voice procedure and topic was added to refresher training. Refresher training on all approved tone of voice was provided to the CAs. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
15064	6/29/2011		Michelle	Michelle	Customer stated the CA did not provide the tone of voice. Customer requested an update to their profile.	7/6/2011	Supervisor apologized and stated information would be forwarded to management. Tone of voice subject will be reviewed in refresher training. Refresher training on all approved tone of voice was provided to the CAs. Information was forwarded to the technical department. Profile was updated and customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
15236	7/1/2011		Lonnie	Lonnie	Customer stated that they are unable to place a call to a TTY user as the line keeps disconnecting.	7/6/2011	Lead CA placed a test call to the number with the same results. Lead CA explained that there could be trouble on the line and directed them to the local telephone provider. Customer understood.	External Complaints - Miscellaneous
15381	7/5/2011		Miranda	Miranda	Customer stated that Hamilton Relay provides terrible service. Customer stated that on several occasions they called the relay and waited an extremely long time for a CA to answer.	7/6/2011	Lead CA apologized and stated that high call volume may result in longer hold time. Lead CA suggested that the customer attempt their call again. Customer understood. Calls were answered that day with 5.5 ASA.	Service Complaints - Ringing/No Answer
15506	7/6/2011		Bill	Bill	Customer stated that they wanted to register a complaint about an ATT CA that did not know how to process a relay call.	7/6/2011	Lead CA explained that they had reached Hamilton Relay and offered to take the information. Customer then requested ATT Relay customer service number. The number was provided to customer.	Service Complaints - Miscellaneous
16594	7/11/2011		Tina	Tina	Customer stated they were not able to reach a CA when placing a call to the relay.	7/11/2011	Lead CA apologized and after some troubleshooting found that the relay number had to be reprogrammed into the VCO phone. Customer was satisfied.	Technical Issues - 711 Issues
16598	7/11/2011		Bill	Bill	Customer stated someone from the county jail is calling them over and over through the relay as a STS user and they are not speech disabled. Customer requested that the number be blocked.	7/11/2011	Lead CA apologized and stated that the relay could not block the call due to FCC regulations. Lead CA stated stated they may contact their telephone company to put a block on the number. Customer understood. Profile was changed to indicate call was from a prison.	Service Complaints - Fraudulent/Harassment Call
16789	7/12/2011		Lonnie	Lonnie	Customer stated static is present when dialing into relay.	7/12/2011	Lead CA offered to place test calls, which were successful. Customer was satisfied.	External Complaints - Miscellaneous
16902	7/13/2011		Miranda	Miranda	Customer stated they thought someone hacked into her phone and registered them with the relay service. Customer stated the website was www.samsung.com and they use Boost Mobile. Customer was insisting that the technical department investigate.	7/18/2011	Lead CA explained about Hamilton Relay and the services. Lead CA referred them to Boost Mobile or Samsung regarding their issue. Lead CA stated they would forward their information to the technical department. The technical department was unable to identify calls in question. Customer was notified.	External Complaints - Miscellaneous
17079	7/14/2011		Ellen	Ellen	Customer requested to speak to someone about problems with another representative.	1/10/2012	Customer Service explained that they could assist them but customer refused and disconnected.	Technical Complaints - 711 Problems
17136	7/15/2011		Lonnie	Lonnie	Customer stated they were unhappy when they dialed 711 they are getting ATT and not Hamilton as their relay provider and inquired what they should do.	8/2/2011	Lead CA apologized and provided the toll free number for Hamilton Relay. Lead CA was unable to access the website for carrier choice and forwarded to the technical department. The technical department discovered an issue with the website, that has been resolved. Hamilton Relay was registered as their 711 choice provider. Customer was notified.	Technical Issues - 711 Issues

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17162	7/15/2011		Diane	Diane	Customer stated that there was a long delay before reaching a STS CA.	7/18/2011	Customer Service forwarded the information to the technical department. It was discovered that the call came to the relay through a TRS CA and was forwarded to a STS CA. Customer Service contacted the customer and offered a profile in order to connect properly, customer refused. Customer Service provided the telephone number to reach STS directly.	Service Complaints - Spanish to Spanish Call Handling Problems
17305	7/18/2011		Lonnie	Lonnie	Customer requested clarity on their profile but refused to give any information.	7/18/2011	Lead CA inquired for more information. Customer refused to provide further information	Service Complaints - Miscellaneous
17307	7/18/2011		Heather	Heather	Customer stated they were calling to follow up with a previous call they had with a Customer Service Representative.	7/18/2011	Lead CA explained they would need further information to assist them. Customer refused and disconnected.	Service Complaints - Miscellaneous
17314	7/18/2011		Chuck	Chuck	Customer inquired about a complaint they filed.	8/2/2011	Supervisor asked for more information to further assist them. Customer refused and disconnected.	Service Complaints - Miscellaneous
17316	7/18/2011		Ellen	Ellen	Customer requested a specific Customer Service representative.	8/2/2011	Customer Service apologized and stated the representative was not available but they would be able to assist them. Customer hung up.	Service Complaints - Miscellaneous
17506	7/20/2011		Melanie	Melanie	Customer stated that he has tried to call through the relay for over half an hour and the CAs are hanging up.	7/20/2011	Lead CA explained that the calls had been disconnected due to no response from the customer and abuse towards the CAs. Customer hung up.	Service Complaints - CA Hung Up on Caller
17527	7/20/2011		Ellen	Ellen	Customer stated last night that he attempted to dial the relay over 30 minutes and the CAs continued to hang up on him.	8/1/2011	Customer Service explained that the calls had been disconnected due to no response from the customer and abuse towards the CAs. Customer hung up.	Service Complaints - CA Hung Up on Caller
17666	7/21/2011		Lonnie	Lonnie	Customer stated they use ATT as their long distance provider and receive a recording when they attempt to place a long distance call.	7/21/2011	Lead CA referred them to ATT regarding their long distance and billing.	External Complaints - Miscellaneous
18166	7/26/2011		Ellen	Ellen	Customer stated that they have been disconnected in the middle of their conversation several times when using a TTY.	7/26/2011	Customer Service apologized and stated they would forward the information to the technical department. The technical department discovered that the customer's line disconnected. Customer Service contacted the customer and directed them to their local provider.	Technical Complaints - Line Disconnected
18225	7/27/2011	1126	Kim	Kim	Customer stated they are frustrated with the CA for cutting them off and refusing to get a Supervisor.	8/1/2011	Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was notified.	Service Complaints - Miscellaneous
18688	7/29/2011		Ellen	Ellen	Customer stated that the CAs pause a long time when they answer and are not keeping them informed.	7/29/2011	Customer Service apologized and stated they would forward the information to management. All CAs received refresher training for profiles. Customer was notified.	Service Complaints - CA Did Not Keep User Informed
19102	8/3/2011		Candace	Candace	Customer stated that all of their relay calls should be paid for, since they pay a surcharge on their phone bill.	8/3/2011	Lead CA explained that only long distance calls are billed through the relay. Customer understood.	Service Complaints - Miscellaneous
19327	8/5/2011		Lonnie	Lonnie	Customer stated the relay was taking too long to answer the line and the two second hold was unacceptable.	8/5/2011	Lead CA explained that the delay was the call being directed to the next available CA. Lead CA offered the customer a 711 choice provider to eliminate this problem. Customer refused.	Technical Complaints - Connect Time (TTY/Voice)
19328	8/5/2011		Lonnie	Lonnie	Customer requested Frontier as their long distance provider through the relay.	8/5/2011	Lead CA explained that Frontier was not a participating long distance provider. A temporary profile was implemented to allow the customer's calls to be processed properly. Frontier was contacted about becoming a participating provider through the relay. There has been no further response from Frontier. As of 5/31/2012, Frontier is still not a participating provider of the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
19460	8/8/2011	1131 5224	Mike	Mike	Customer stated that on their first call the CA stated there was no option for a live person. Customer stated they know that there is an option.	8/8/2011	Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.	Service Complaints - Miscellaneous

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19560	8/8/2011		Ellen	Ellen	Customer stated they had a complaint against an ATT CA who handled their call.	8/8/2011	Customer Service explained that they reached Hamilton Relay Customer Service and provided ATT Relay customer service number. Customer hung up.	External Complaints - Miscellaneous
19835	8/10/2011		Ellen	Ellen	Customer stated that their father's TTY was not connecting to the relay or receiving calls.	8/11/2011	Customer Service troubleshooted and made some adjustments to their father's connection. Customer Service placed a test call directly and through the relay, which were successful. Calls were answered that day with 2.6 ASA.	Technical Issues - Miscellaneous
19843	8/10/2011	5233	Ellen	Ellen	Customer stated that they CA had terrible typing and made a lot of errors. Customer stated it was hard to read and understand due to the errors.	8/10/2011	Customer Service apologized and stated CA would be counseled. CA was counseled and will continue to be monitored frequently. CA's last typing score was 65.48% with 99.54% accuracy.	Service Complaints - CA Typing
19967	8/12/2011	1156	Lonnie	Lonnie	Customer stated that the CA hung up on them.	8/13/2011	Lead CA forwarded information to the technical department. The technical department discovered that the originator's line disconnected. Customer was notified.	Service Complaints - CA Hung Up on Caller
20178	8/15/2011		Ellen	Ellen	Customer requested Frontier as their long distance provider through the relay.	8/15/2011	Customer Service explained that Frontier was not a participating long provider through the relay. A temporary profile was implemented and Frontier was contacted to become a participating provider through the relay. There has been no further contact from Frontier.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
20232	8/16/2011		Lonnie	Lonnie	Customer stated there is a two second delay before they reach a CA and they could die because of the nonsense. Customer stated there is no reason for this.	8/16/2011	Lead CA explained that the call was being routed to an available CA during that time. Lead CA offered a 711 provider choice, but customer hung up.	Service Complaints - Miscellaneous
21415	8/25/2011	5002	Tina	Tina	Customer stated they are unable to hear the CA's when they first announce the relay.	8/25/2011	Customer Service apologized and gathered call information. Information was forwarded to the technical department. It was discovered that the customer did not have a profile. Profile was implemented and customer was satisfied.	Technical Complaints - Miscellaneous
22508	9/2/2011	5237	Kim	Kim	Customer stated that the CA did not follow their instructions and did not process their call properly.	9/2/2011	Lead CA forwarded the information to the technical department. The technical department discovered that the call was not processed through Hamilton. Customer was notified.	External Complaints - Miscellaneous
22664	9/6/2011		Lori	Lori	Customer stated they chose Hamilton as their relay provider but still receive ATT when dialing 711.	9/7/2011	Supervisor forwarded information to the technical department. It was discovered that the customer was dialing a different toll free number to reach the relay and received ATT. Customer Service provided the toll free number for Hamilton and explained how to use 711 also. Customer Service verified the customer's 711 choice was set for Hamilton. Customer understood.	Technical Complaints - 711 Problems
23209	9/12/2011		John	John	Customer stated they do not want the CAs to read their profile while processing their call. Customer stated the CAs put them on hold to read the profile, which wastes their time.	9/12/2011	Customer Service attempted to acquire the customer's information, but customer disconnected.	Service Complaints - Miscellaneous
23225	9/12/2011		John	John	Customer stated when they call through the relay they are being hung up on due to their abuse of the relay. Customer stated they want a Supervisor on every call.	9/12/2011	Customer Service explained that there is a Supervisor at the workstation due to the disconnect. Customer hung up.	Service Complaints - Miscellaneous
23226	9/12/2011	4035	John	John	Customer stated the CA did not use proper language or keep them informed.	9/30/2011	Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was notified.	Service Complaints - CA Did Not Keep User Informed
23619	9/14/2011		Ellen	Ellen	Customer stated that their calls are disconnected immediately after the CA answers.	9/30/2011	Customer Service forwarded information to the technical department. The technical department discovered that the customer's line was disconnecting. Customer understood.	Technical Issues - 711 Issues

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
23937	9/16/2011		Ellen	Ellen	Customer stated that they have had multiple issues connecting to the relay using their Verizon cell phone with their VCO device. Customer stated that they receive garble. Customer stated they have filed a complaint with the FCC against Verizon and requested management from the relay to contact them regarding the issue.	9/30/2011	Customer Service forwarded the information to management. Customer Service contacted customer and discovered that customer has switched cell phone providers. Customer Service offered to place test calls, but customer refused.	External Complaints - Miscellaneous
25030	9/29/2011	6550	Diane	Diane	Customer stated the CA needed to be trained and was upset with their performance.	9/30/2011	Manager 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
25472	10/3/2011		Garrett	Ellen	Customer stated when they call 711 to dial their friend they are now saying they don't have that service. Customer stated it was a male voice who stated it to her.	10/3/2011	Lead CA inquired if they reached a CA and if the long distance company they are using does not work. Customer Service discovered that the customer reached a different party at their friend's home, who did not understand relay.	Service Complaints - Miscellaneous
25595	10/4/2011		Miranda	Miranda	Customer stated that they refuse to pay for long distance calls through the relay and believe they should be free.	10/4/2011	Customer Service explained that though the relay is free, but long distance calls would be billed to their choice of carrier. Customer hung up.	Service Complaints - Miscellaneous
26182	10/11/2011		Mike	Mike	Customer stated they have been receiving fraudulent calls through the relay. Customer requested their number be blocked.	10/11/2011	Supervisor apologized and explained that due to ADA and FCC rules for functional equivalency the relay is unable to block relay call. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if law enforcement obtains a court order, then the relay may release call information to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
26184	10/11/2011		Lonnie	Lonnie	Customer stated they have been receiving fraudulent calls through the relay.	10/11/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if law enforcement obtains a court order, then the relay may release call information to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
26272	10/12/2011		Arik	Arik	Customer stated when they dial from their telephone the other party's caller ID displays the relay toll free number. Customer stated that they do not use the relay.	10/12/2011	Customer Service attempted to gather information, but customer hung up.	External Complaints - Miscellaneous
26727	10/17/2011	1204	Gregory	Gregory	Customer stated CA did not leave complete message on voicemail.	10/19/2011	Supervisor stated CA would be counseled. CA was counseled and customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
26872	10/18/2011		Ellen	Ellen	Customer stated they attempted to dial their father a VCO user through the relay for 30 minutes and have only received a busy signal.	10/18/2011	Customer Service placed a test call, which was successful. Customer Service suggested that the customer attempt their call again, which was successful.	External Complaints - Miscellaneous
26965	10/19/2011		Ellen	Ellen	Customer stated that the CA had poor typing skills.	10/26/2011	Customer Service requested call information, but customer disconnected before providing information.	Service Complaints - CA Typing
27097	10/20/2011		Michelle	Michelle	Customer stated they were receiving fraudulent calls through the relay.	10/20/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if law enforcement obtains a court order, the relay may release call information to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
27120	10/21/2011	1221	Garrett	Garrett	Customer stated during a call the CA did not use the go ahead.	10/21/2011	Lead CA apologized and explained the CA would be counseled. CA was counseled and customer was notified.	Service Complaints - CA Did Not Keep User Informed
27283	10/24/2011		Lonnie	Lonnie	Customer stated they believe the relay is tapping their phone service and their information is going somewhere.	10/25/2011	Lead CA apologized and explained that the relay does not have the capabilities to tap a line. Lead CA suggested that the customer contact their local law enforcement.	Service Complaints - Miscellaneous
27614	10/26/2011	5241	Lonnie	Lonnie	Customer stated they were placing calls from a prison and when they attempted to place another call the CA stated they could only place one call.	10/25/2011	Lead CA apologized and stated CA would be counseled. CA was counseled.	Service Complaints - Miscellaneous

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28293	11/1/2011		Ellen	Ellen	Customer stated they have attempted several times to place a call through the relay and have been receiving a recording from AT&T about confirming. Customer stated the call is a local call and not long distance and has called all week with no problem. Customer stated they could not get their call to go through.	11/1/2011	Customer Service apologized and inquired more information to assist them. Customer refused to provide any call information. Customer Service was able to discover that it was a cell phone and explained that it was possible that the cell phone tower was displaying incorrect information. Customer Service attempted again to acquire information, but customer disconnected.	Technical Complaints - Miscellaneous
28311	11/1/2011	1337	Tina	Tina	Customer stated that the CA did not revoice properly and could not be heard by her party.	11/1/2011	Customer Service apologized and stated the CA would be monitored and counseled in regards to this issue. Monitoring has occurred and CAs are handling calls according to policy. Customer has been notified.	Service Complaints - Speech to Speech Call Handling Problems
28589	11/3/2011		Ellen	Ellen	Customer stated that they attempted several times to place a call through Speech to Speech service and the CAs would not process their call.	11/3/2011	Customer Service apologized and inquired further information. Customer Service discovered that the customer was dialing ATT Relay. Customer Service provided Hamilton Relay Speech to Speech number. Customer was satisfied.	Service Complaints - Miscellaneous
28765	11/7/2011		Garrett	Garrett	Customer requested Project Mutual as their long distance provider through the relay.	11/7/2011	Lead CA explained that Project Mutual was not a participating long distance provider through the relay. Lead CA offered a temporary profile in order to process their calls. Lead CA requested contact information for Project Mutual. Customer Service has attempted to contact Project Mutual with no response at this time.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
29401	11/14/2011	1196	Lori	Lori	Customer stated the CA did not keep them informed while on a call.	11/14/2011	Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was notified.	Service Complaints - CA Did Not Keep User Informed
29402	11/14/2011		Trisha	Trisha	Customer stated that when dialing the relay it rings for 20 seconds then disconnects.	11/29/2011	Customer Service discovered that the customer uses a cell phone and the call drops due to the connection from their cell phone. Customer Service directed the customer to their cell provider.	Technical Complaints - 711 Problems
29405	11/14/2011		Lori	Lori	Customer stated they are receiving bills from ATT when dialing a VCO customer. Customer stated their long distance is Comcast.	11/14/2011	Supervisor offered a profile for correct billing. Customer requested Hamilton as their 711 choice provider and set a profile with the relay. Hamilton was registered as their 711 choice provider and the profile was implemented. Customer was satisfied.	Service Complaints - Miscellaneous
30166	11/18/2011		Ellen	Ellen	Customer stated they have attempted several times to dial their bank's toll free number through the relay and it will not go through. Customer stated they can dial any other number and it goes through.	11/18/2011	Customer Service apologized and placed a call directly and through the relay to the toll free number, which went through. Customer Service suggested that they may need to contact their telephone company to assure there were no blocks on their line. Customer understood.	Technical Complaints - Miscellaneous
30597	11/23/2011		Mike	Mike	Customer stated they have been receiving fraudulent calls through the relay.	11/23/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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
30649	11/25/2011		Heather	Heather	Customer stated their mother's VCO phone could not dial out to an international number, but was able to dial local calls.	11/25/2011	Customer Service explained that they should contact their telephone company to assure there are no restrictions. Customer understood.	Service Complaints - Miscellaneous
30846	11/28/2011	1146	Heather	Heather	Customer stated they were having trouble hearing the CA.	11/28/2011	Supervisor tested the CA's headset and workstation. No issue was discovered. Supervisor counseled the CA to speak clearly. Customer was notified.	Service Complaints - Miscellaneous

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31095	11/29/2011		Michelle	Michelle	Customer stated that she is unable to hear the CA's when they answer.	11/29/2011	Supervisor stated information would be forwarded to the technical department. The technical department was unable to find any issue with the relay workstation. Customer was satisfied.	Technical Complaints - Miscellaneous
31618	12/2/2011		Ellen	Ellen	Customer inquired why their call to Chile would not go through.	12/2/2011	Customer Service found that the customer was not using the relay and was dialing directly and did not need the Relay Service. Customer Service referred them to their telephone company.	External Complaints - Miscellaneous
31660	12/5/2011		Ellen	Ellen	Customer stated that the Relay does not listen to them and was told by a Supervisor things would be done on his profile and still no changes. Customer requested notes regarding typing numbers out be removed from their profile.	12/5/2011	Customer Service apologized and discovered that the customer had requested the changes moments before the complaint. Customer Service explained that the profile changes were being entered and would be updated shortly. Profile was updated and customer was satisfied.	Service Complaints - Miscellaneous
31662	12/5/2011		Lonnie	Lonnie	Customer stated the CAs are too stupid to read their profile. Customer was using very abusive language and requested changes in their profile.	12/5/2011	Lead CA attempted to verify the information to be removed, but customer hung up.	Service Complaints - Miscellaneous
31792	12/6/2011		Ellen	Ellen	Customer stated that they have attempted to reach their friend, a TTY user, through the relay. There is either no answer or the line connects and immediately disconnects.	12/6/2011	Customer Service placed a test call to the number and explained that since the number was not going through both with the relay and directly there may be an issue with the phone line and referred them to their telephone company. Customer understood.	External Complaints - Miscellaneous
31815	12/6/2011	1153	David	David	Customer stated CA did not follow procedures.	12/6/2011	Supervisor suggested customer provide information to the CA before dialing and offered to set up a profile for the customer. Customer refused the profile and will call back if further assistance is needed. Customer disconnected. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
32074	12/7/2011		Brenda	Brenda	Customer stated they are tired of being placed on hold and people hanging up on them when they call. Customer inquired what could be done.	12/7/2011	Supervisor suggested customer give information to the CA before dialing and offered to set up a profile for the customer. Customer refused the profile and will call back if further assistance is needed. Customer disconnected.	External Complaints - Miscellaneous
32394	12/12/2011		Lonnie	Lonnie	Customer stated they have attempted several days to contact their friend a TTY user and all they reach is fax tones. Customer stated they were concerned for their friend.	12/12/2011	Lead CA offered to place test calls and also received fax tones. Lead CA explained they may need to contact their telephone company or have someone check on their friend. Customer understood.	External Complaints - Miscellaneous
32396	12/12/2011		Mike	Mike	Customer stated they are receiving harassing calls and requested their number be blocked.	12/12/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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
32403	12/12/2011		Candace	Candace	Customer stated a few CAs did not process their calls properly.	12/12/2011	Lead CA apologized and inquired if they had the CA numbers so they could be counseled, but customer disconnected.	Service Complaints - Miscellaneous
32410	12/12/2011		Jessica	Jessica	Customer stated when they dial 711 they should automatically be connected to Speech to Speech and not traditional relay.	12/12/2011	Customer Service explained that there is a Speech to Speech designated number that connects directly to a Speech to Speech CA. Customer Service offered to add a note to the customer's profile requesting that when dialing into 711, that the traditional CA transfer the call directly to a Speech to Speech CA. Customer began using abusive language and hung up.	Service Complaints - Miscellaneous

Hamilton Relay 2011 2012 FCC TRS and STS Complaint Report for State of California 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
32707	12/14/2011		Lori	Lori	Customer stated they could not get through to a specific number. Customer stated that they had called the same number the previous day without incident.	12/14/2011	Supervisor apologized and placed a test call to the number several times, and received a recording stating that the number was not valid. Supervisor researched and found a working number for the company. Customer was satisfied.	External Complaints - Miscellaneous
33051	12/16/2011		Ellen	Ellen	Representative from DDTP inquired why the CA requested their long distance company when they use a VOIP provider. Representative stated that they dialed the Speech to Speech access number.	12/17/2011	Customer Service apologized and explained that dialing 711 would connect and bill properly. Representative verified that when they dialed 711 and were transferred to Speech to Speech, their long distance company was not requested by the CA. Representative understood in order to explain to the user.	Technical Complaints - Miscellaneous
33452	12/20/2011		Mike	Mike	Customer stated they have been receiving fraudulent calls through the relay.	12/20/2011	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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
33513	12/21/2011	1264	Lonnie	Lonnie	Customer stated the CA speaks softly when revoicing.	12/21/2011	Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.	Service Complaints - Poor Vocal Clarity/Enunciation
34823	1/6/2012		Miranda	Miranda	Customer stated they felt the CA had hung up on their call.	1/6/2012	Lead CA apologized and explained that the information would be forwarded to the technical department. The technical department discovered that the customer's line disconnected. Customer was notified.	Service Complaints - CA Hung Up on Caller
34853	1/6/2012		Ellen	Ellen	Customer stated they received two phone calls from a male CA and on both calls the CA did not announce or provide the CA number then hung up on them. Customer requested to register Hamilton Relay as their 711 choice provider.	1/6/2012	Customer Service apologized and forwarded information to the technical department to verify the CA number. The technical department discovered that the call was not placed through Hamilton Relay. 711 choice provider was registered for Hamilton. Customer was satisfied.	Service Complaints - CA Hung Up on Caller
35025	1/10/2012	5101	Ellen	Ellen	Customer stated that the CA and Supervisor were rude.	2/1/2012	Customer Service apologized and stated the CA and Supervisor would be counseled. CA and Supervisor were counseled and monitored frequently. Customer was satisfied.	Service Complaints - Miscellaneous
35201	1/10/2012		Ellen	Diane	Customer stated that if they dial 711 and are transferred to a Speech to Speech CA they are not able to place long distance calls and their profile is restricted.	1/11/2012	Customer Service forwarded the information to the technical department. It was discovered that the customer's phone company was displaying different ANI when reaching the Speech to Speech number, which was causing the restriction. Customer Service worked with the customer's provider to correct the issue. Customer was satisfied.	Technical Issues - 711 Issues
35825	1/18/2012		Garrett	Garrett	Customer stated they repeatedly attempted to dial the STS number and is unable to reach a STS CA. Customer stated that they receive a busy signal.	2/1/2012	Lead CA apologized and forwarded information to the technical department. The technical department discovered that the customer was not reaching the relay. Lead CA verified the correct access number with the customer. Customer was satisfied.	External Complaints - Miscellaneous
36076	1/19/2012		Miranda	Miranda	Customer stated they were calling from a business line. Customer stated sometimes the long distance works and other times they receive a message that the long distance company is not an affiliated provider.	1/19/2012	Lead CA apologized and inquired what long distance company. Customer did not have the information and stated they would call Customer Service back with more details. There was no further response from the customer.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
36084	1/19/2012		Ella	Ella	Customer stated when they dial a number through the relay the CA states the number is busy. Customer stated if they dial the number directly it goes through.	2/1/2012	Customer Service apologized and placed test calls both direct and through the relay and discovered that the number was busy. Customer was notified.	Service Complaints - Miscellaneous

Hamilton Relay 2011 2012 FCC TRS and STS Complaint Report for State of California 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
36224	1/20/2012		Ella	Ella	Customer stated the CA sent a horrible noise and did not send that VCO was on when requested.	2/1/2012	Customer Service apologized and stated the CA would be counseled. Profile was offered, but customer refused. CA was counseled and customer was notified.	Service Complaints - Miscellaneous
37108	1/26/2012		Ellen	Ellen	Customer stated several times they called through the relay and after the other party had answered, the CA hung up on them.	2/1/2012	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the customer's line had disconnected. Customer was notified and directed to their telephone company.	Service Complaints - CA Hung Up on Caller
37336	1/30/2012	1247	Brian	Brian	Customer stated the CA did not keep them informed.	1/30/2012	Lead CA apologized and stated the CA would be counseled. CA was counseled and monitored frequently. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Did Not Keep User Informed
37338	1/30/2012		Lonnie	Lonnie	Customer stated when their home phone number is called it is being routed to CRS with ATT and no one in their home is deaf or uses the relay.	1/30/2012	Lead CA referred them to their telephone company since their number was being forwarded to the relay. Customer understood.	External Complaints - Miscellaneous
37339	1/30/2012		Miranda	Miranda	Customer stated that some of their speed dial numbers have been deleted and requested the technical department investigate the the issue.	1/30/2012	Lead CA apologized and forwarded the information to the technical department. The technical department discovered that the customer had different profiles set up with both carriers. The numbers in question were on the customer's other profile. Customer was notified and Customer Service worked with them to ensure that their profile is set correctly per their instructions.	Technical Complaints - Miscellaneous
37346	1/30/2012		Lonnie	Lonnie	Customer stated they were not able to reach a Spanish CA when they dialed 711. Customer stated the CA would not transfer them and provided the number for Spanish Relay to dial directly.	1/30/2012	Lead CA apologized and stated that the CA should have transferred them to the Spanish line. After further information the Lead CA found that the customer was connected to ATT Relay when the CA did not transfer them. Lead CA provided the toll free number for Hamilton Relay Spanish. Customer was satisfied.	Service Complaints - Miscellaneous
37355	1/30/2012		Lonnie	Lonnie	Customer stated they are having difficulty hearing the CAs when placing calls. Customer stated they hear the other party but not the CA and provided the number for Spanish Relay to dial directly.	2/1/2012	Lead CA apologized and forwarded information to the technical department. The technical department discovered that one of the CAs required a new headset. Headset was replaced and customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
37468	1/30/2012		Ellen	Ellen	Customer stated the relay cannot disclose their location, as that is a federal law. Customer repeated the same thing several times.	1/30/2012	Customer Service inquired if there was an issue or how they could assist them. Customer would not provide details then became verbally abusive using foul language. Customer Service disconnected due to abuse.	Service Complaints - Miscellaneous
38033	2/3/2012	5155	Ellen	Ellen	Customer stated they felt the CA did not wait for a live person when placing a call. Customer did not believe the CA when they stated that there was no option to hold for a live person. Customer stated that they called that specific telephone number several times in the past.	2/3/2012	Customer Service apologized and requested the number to dial directly. Customer Service dialed the number and discovered that there was no option to hold for a live person. Customer Service explained that it was an interactive voice recognition recording and explained that they may have changed the recording. Customer Service provided the options that they may choose when dialing the number. Customer was satisfied.	Service Complaints - Miscellaneous
38088	2/6/2012	6542	Ella	Ella	Customer stated the CA did not understand them and had to receive assistance from another CA.	2/6/2012	Lead CA apologized and stated the CA would be counseled. CA was counseled and information was forwarded to management.	Service Complaints - Speech to Speech Call Handling Problems
38210	2/7/2012		Kim	Kim	Customer stated they wanted to file a complaint but their type was garbled and could not be read.	2/7/2012	Lead CA attempted to clear the garble several times and was unsuccessful. Customer stated they would call back.	Service Complaints - Miscellaneous
38391	2/9/2012	6798	Miranda	Miranda	Customer stated the CA did not understand them and needed more training.	2/9/2012	Lead CA apologized and stated the CA will be counseled. CA was counseled. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

Hamilton Relay 2011 2012 FCC TRS and STS Complaint Report for State of California 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
39593	2/27/2012	1274	Kim	Kim	Customer stated the CA did not keep user informed.	2/27/2012	Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was notified.	Service Complaints - CA Did Not Keep User Informed
39710	2/28/2012		Lonnie	Lonnie	Customer stated that one of their speed dial numbers were no longer available and inquired if the relay deleted it. Customer stated they attempted to obtain the number from directory assistance, but was unable to do so.	2/29/2012	Lead CA apologized and forwarded the information to the technical department. It was discovered that Customer Service had attempted to contact the customer to inform them that there was not any room to add more numbers. Customer was notified and did not make any additional changes at this time.	Service Complaints - Miscellaneous
40115	2/29/2012		Ellen	Ellen	Customer stated when they placed a call though the relay, they could not hear the CA even after the CA attempted to speak louder. Customer also requested an update to their profile.	3/1/2012	Customer Service apologized and attempted to identify the issue. Continued monitoring will occur to ensure that the CA can be heard. Customer Service forwarded information to the technical department. Profile was updated and customer was satisfied. The technical department discovered an issue with the CA's headset. Headset was replaced and there have been no further reports from the customer.	Service Complaints - Miscellaneous
40278	3/1/2012	1320	Garrett	Garrett	Customer stated they were having a difficult time hearing the CA. Customer stated they hung up and redialed and received the same CA but that time they did hear the CA.	3/1/2012	Lead CA apologized and replaced the CA's headset. At that time, the CA was audible on test calls. CA will continue to be monitored. Customer was satisfied. Headset was replaced and there have been no further reports from the customer.	Service Complaints - Miscellaneous
40506	3/2/2012		Ellen	Ellen	Customer stated they dialed the toll free number for the relay and reached a message to hold for a CA. Customer stated they held for over 5 minutes and no CA answered then hung up to call Customer Service to report the issue.	3/2/2012	Customer Service apologized and explained they would report the incident to the technical department. Customer Service dialed the toll free number and did reach a recording and explained it may be that the relay was busy at the time. Customer Service dialed the number after the customer disconnected and it went right through. Customer Service contacted the customer to inform them and the customer stated they also got through. Customer was satisfied. Calls were answered that day with 2.3 ASA.	Service Complaints - Ringing/No Answer
40741	3/6/2012	5116	Ellen	Ellen	Customer stated that the CAs do not listen and the Supervisor was rude. Customer stated that Customer Service only states they are sorry and forwards complaints to management. Customer stated they have complained for almost two years and have requested management to contact them.	4/3/2012	Customer Service apologized and stated the Supervisor would be counseled and information forwarded to management to contact them back. Customer Service Manager reached the customer and has continued to work with the customer to ensure that the customer's profile meets their needs.	Service Complaints - Miscellaneous
41096	3/12/2012	1302	Annie	Annie	Customer stated the CA did not type right or listen to the customer and refused to provide a CA number. Customer requested a letter from Customer Service on the action taken.	3/12/2012	Customer Service apologized and stated that the CA would be counseled. CA was counseled and information forwarded to management. Customer Service mailed the customer the requested information. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Typing
41202	3/13/2012	9118	Lonnie	Lonnie	Customer stated they have to keep repeating the number over and over to the CA to dial and the CA can't seem to understand them.	3/13/2012	Lead CA apologized and stated the CA would be counseled. CA was counseled and monitored frequently. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
41444	3/16/2012	9118	Lonnie	Lonnie	Customer stated that CA dialed a wrong phone number and that the CA actually dialed the number that was dialed yesterday and customer was very upset because they thought old numbers were erased immediately. Customer was very unhappy with the services provided to them and informed lead that all CAs with 5000 numbers are poor performers. Customer stated that both relay providers should offer better training.	4/3/2012	Lead CA apologized and stated that the CA would be counseled, as they accidentally used the last number redial feature. Lead CA stated that the customer's concerns would be forwarded to management. CA was counseled and refresher training was conducted with all CAs. Customer understood.	Service Complaints - CA Misdialed Number

Hamilton Relay 2011 2012 FCC TRS and STS Complaint Report for State of California 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
41631	3/19/2012	1147	Kim	Kim	Customer stated they were upset that the CA did not say please when they asked for the number to dial.	4/3/2012	Lead CA apologized and attempted to obtain additional information but the customer disconnected.	Service Complaints - Miscellaneous
41926	3/20/2012		Ellen	Ellen	Customer stated they were having trouble placing calls through the relay.	3/20/2012	Supervisor apologized and stated the information will be forwarded to the technical department for further research. Customer Service has attempted to request additional information, but has been unable to reach the customer.	Technical Complaints - Miscellaneous
41980	3/21/2012		Ellen	Ellen	Customer stated they have attempted to dial their brother on three different numbers through the relay and they all reach a recording.	3/21/2012	Customer Service requested one of the numbers to dial and it went through successfully. After further investigation and speaking to the TERM party it was discovered that the customer was transposing the numbers when dialing through the relay. Customer Service explained to assure they provide the correct number to the CA. Customer Service offered a profile but customer refused at this time.	Technical Complaints - Miscellaneous
43225	3/30/2012	6255	Ellen	Ellen	Customer stated the CA was not patient and needs additional training on handling Speech to Speech calls.	3/30/2012	Customer Service apologized and stated the CA would be counseled. CA was counseled and monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
43376	4/2/2012		Jesse	Jesse	Customer stated they were frustrated with some of the CAs not handling their calls properly.	4/2/2012	Customer Service attempted to acquire call information, but customer disconnected.	Service Complaints – Spanish to Spanish Call Handling Problems
43583	4/2/2012		Melanie	Melanie	Customer stated they were not happy with it taking so long for the CA to answer their call.	4/2/2012	Customer Service apologized for the inconvenience and explained that there may have been a high call volume at that time. Customer understood. Calls were answered at 94% within 10 seconds on that day.	Service Complaints - Miscellaneous
43589	4/2/2012		Derek	Derek	Customer stated that when they dial the toll free number for California Speech to Speech they are connected to Maryland Speech to Speech.	4/3/2012	Customer Service apologized and stated they would forward the information to the technical department. The technical department discovered that it was CA error and the CA was counseled. Customer was notified.	Technical Complaints– Miscellaneous
44190	4/10/2012		Lonnie	Lonnie	Customer stated the CA hung up on them. Customer did not have the CA number but stated it was a male.	4/10/2012	Lead CA apologized and stated the information would be forwarded to the technical department. The technical department discovered that the call was disconnected by the customer. Customer was notified and understood.	Service Complaints – CA Hung Up on Caller
44234	4/11/2012		Ellen	Ellen	Customer stated most of the CAs don't understand them. Customer requested the information be forwarded to management.	4/11/2012	Customer Service inquired if they had the CA numbers but the customer did not. Customer Service explained that they would forward the information to management. All CAs received refresher training. Monitoring has occurred and the CAs were handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
44291	4/12/2012		Melanie	Melanie	Customer stated they were receiving fraudulent calls though the relay.	4/12/2012	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
44660	4/18/2012		Lonnie	Lonnie	Customer stated they have to keep repeating themselves and believes the CAs are not paying attention.	4/18/2012	Lead CA apologized and explained the CAs were following procedure. Customer was very difficult to understand and spoke very quickly. All CAs received refresher training. Monitoring has occurred and the CAs were handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous

Hamilton Relay 2011 2012 FCC TRS and STS Complaint Report for State of California 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
44724	4/19/2012		Robyn	Robyn	Customer stated that CA put them on hold for about 10 minutes while customer was waiting for a Supervisor. Customer also stated the CA disconnected the call instead of transferring to Customer Service.	4/19/2012	Customer Service apologized and stated the CA and Supervisor would be counseled. Information was forwarded to the technical department. The technical department discovered that the CA was placing additional calls as directed by the customer during the time period in question. Supervisor was unable to interrupt during the placing of the calls. Customer was transferred to Customer Service as requested and customer disconnected immediately. CA and Supervisor was counseled and customer was notified.	Service Complaints - Miscellaneous
45278	4/24/2012		Ellen	Ellen	Customer stated that the CAs do not read their profile correctly and hardly ever provide the tone of voice, which is in their profile.	4/24/2012	Customer Service apologized and explained that if they had the CA numbers they could be counseled. All CAs have received refresher training on tone of voice. Monitoring has occurred and the CAs were handling calls according to policy.	Service Complaints - Miscellaneous
45374	4/25/2012		Ellen	Ellen	Customer stated the CA did not provide tone of voice after the customer requested it. Customer requested to be transferred to Customer Service. Customer was upset that the CA did not stay on the line after transferring as it states to stay on the line after transfer in the customer's profile.	5/1/2012	Customer Service apologized and stated that the CA would be counseled. CA was counseled. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
45526	4/27/2012	5269	Kim	Kim	Customer stated the CA refused to place anymore calls for them and refused to end a call when requested. Customer stated when they requested the Supervisor they also stated they could not make anymore calls for them. Customer requested an email regarding the issue.	4/27/2012	Lead CA apologized and stated that both CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was emailed to explain that the CA had requested the number to dial three times per procedure, but since the customer did not provide a telephone number to dial, their call was disconnected by the Supervisor.	Service Complaints - Miscellaneous
46188	5/7/2012		Lonnie	Lonnie	Customer stated they have been receiving fraudulent calls through the relay.	5/7/2012	Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA 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
46966	5/21/2012		Garrett	Garrett	Customer stated the inbound international relay number would not work for them.	5/21/2012	Lead CA inquired if they could place them on hold while they checked the number. Customer refused to hold. Test call was placed and number was operational.	Service Complaints - Miscellaneous
46988	5/21/2012		Ellen	Ellen	Customer stated they have a lot of static on their line and CAs are not able to hear them.	5/21/2012	Customer Service explained that they would need to contact their telephone company regarding the static they are receiving on their telephone lines. Customer understood.	Technical Complaints - Miscellaneous
47147	5/23/2012		Lonnie	Lonnie	Customer stated that several people are not able to reach her when dialing through the relay.	5/23/2012	Lead CA offered to place a test call though the relay. Lead CA placed the test call both through the relay and directly, which were successful. Lead CA explained that they may not have been home when they called or they were not utilizing the relay first. Customer understood.	Technical Complaints - Miscellaneous Responded by Lonnie
47202	5/23/2012		Kim	Kim	Customer stated that one of their inmates was not able to process a call through the relay, but had been able to in the past.	5/23/2012	Customer Service assisted with a test call through the relay and discovered that the terminating party had placed a block on their phone. Customer Service explained to the facility personnel that the inmate would need to notify the party they were attempting to reach and inform them that they are unable to place a call to them without the block being removed. Customer understood.	External Complaints - Miscellaneous

Hamilton Relay 2011 2012 FCC TRS and STS Complaint Report for State of California 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
47285	5/25/2012		Derek	Derek	Customer stated when people are attempting to call them dialing 711, the call is not going through. Customer stated they were unsure if the problem was with Hamilton or their telephone line.	5/25/2012	Lead CA apologized and stated they would forward the information to the technical department. Customer Service contacted the customer and after further investigation discovered that when their doctor or businesses were attempting to utilize the 711 in an office setting, they could not reach the relay after dialing 9 for an outside line. Customer Service explained that the phone administrator for the office would need to program it or they could dial the toll free number to reach the relay. Customer understood.	Technical Complaints - 711 Problems
47449	5/29/2012	1266	Jesse	Jesse	Customer stated the CA intentionally acted like they did not understand them.	5/29/2012	Customer Service apologized and explained that the CA would be counseled. CA was counseled. CA continues to be monitored and receive additional training.	Service Complaints - Speech to Speech Call Handling Problems
47452	5/29/2012	1266	Lonnie	Lonnie	Customer stated the CA acted like they could not understand them and that another male CA then transferred them to Customer Service and hung up on them.	5/29/2012	Lead CA apologized and explained that the CAs would be counseled. CAs were counseled. The technical department discovered that the customer disconnected two minutes after connecting with Customer Service. Monitoring has occurred and the CAs were handling calls according to policy. Customer was notified.	Service Complaints - CA Hung up Caller
47647	5/30/2012	1249	David	David	Customer stated that the CA did not follow their profile.	5/30/2012	Lead CA apologized and stated the CA would be counseled and monitored frequently. CA has been counseled and monitored frequently.	Service Complaints - Miscellaneous
47812	5/31/2012		Lonnie	Lonnie	Customer stated they filed a complaint with the FCC stating that the relay does not do their job right. Customer requested the manager to contact them back.	5/31/2012	Lead CA apologized and explained that the information would be forwarded to management to contact them back. Customer Service Manager has worked with the customer to understand their concerns and update their profile for easier call processing. Additional training with the CAs has occurred to ensure that the profile instructions are clearly understood. A copy of the customer's updated profile and approved tone of voice have been mailed to the customer.	Service Complaints - Miscellaneous
47815	5/31/2012		Annie	Annie	Customer stated the CA was impatient and did not follow instructions. Customer stated that they were put on hold for 10 minutes, so the customer disconnected.	5/31/2012	Customer Service apologized and stated the CA would be counseled. Customer Service discovered that the CA was having difficulties understanding and had requested a second CA to assist. CA had communicated to the customer, but customer disconnected. CA was counseled and understands the need to keep the user informed.	Service Complaints - Miscellaneous

ATTACHMENT 2

CALIFORNIA RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2011 through May 31, 2012



Complaint Summary by Category

6/11/2012

	2011							2012					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency							1						1
Confidentiality													0
Verbatim		2											2
Typing Issues													0
In Call Replacement													0
Answer Performance		1											1
Gender Accommodation													0
Total	0	3	0	0	0	0	1	0	0	0	0	0	4

Complaint Totals by Month

6/11/2012

	2011							2012					
California	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE		1					1						2
TTY		2											2
TOTAL	0	3	0	0	0	0	1	0	0	0	0	0	4

ATTACHMENT 3

California Relay Service
2012 FCC Annual Consumer Complaints Summary Log

Complaints Reported by AT&T

June 2011

Nothing to report.

July 2011

TTY July 18

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2011, July 20

FCC: Verbatim

TTY 2011, July 21

The customer complained the CA was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2011, July 21

FCC: Answer Performance

Voice 2011, July 31

The customer complained two CA's had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2011, August 1

FCC: Verbatim

August 2011

Nothing to report.

September 2011

Nothing to report.

October 2011

Nothing to report.

November 2011

Nothing to report.

California Relay Service
2012 FCC Annual Consumer Complaints Summary Log

Complaints Reported by AT&T

December 2011

Voice 2011, December 27

The customer complained that the CA was unprofessional and interjected his/her own opinion in the conversation.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2011, December 27

FCC: Transparency

January 2012

Nothing to report.

February 2012

Nothing to report.

March 2012

Nothing to report.

April 2012

Nothing to report.

May 2012

Nothing to report.

ATTACHMENT 4

State of California - Deaf & Disabled Telecommunications Program (DDTP)

2011 2012 FCC Complaint Log

TRS & STS Complaints

Date of Incident	Description	Date of Resolution	Description of Resolution
06/29/11	User cannot get an 800# through relay.	07/15/12	Provider investigated and discovered user is calling an 800 # that is only accessible from an area outside the user calls from. A different # that is accessible for the user was provided him.
08/09/11	STS profiled user called 711, reached a recorded message, then a TRS CA who did not give any identifying information. When user said he needed a STS CA, he was told to hang up and dial the STS line directly.	08/09/11	Information shared with provider, who stated the CA should have transferred the call to the STS team. The CA will be reminded of the requirement and the requirement to give their ID number. The provider also said they would include the reminder to transfer the call in their next CA update.
09/14/11	User told operator she wanted to make a relay call. It took over 1/2 hour before she got the relay service	09/15/11	Explained to user that she had reached a telephone operator, not a relay operator. Explained that she would reach relay anywhere in US by dialing 711.
10/02/11	The CA dials immediately after getting the # and asking if they want the CA to tell the person who is calling, not giving the STS user time to give any instructions.	10/06/11	Contacted the provider, who changed their procedure for STS calls. Before dialing, the CA will also ask "Would you like me to tell the person who is calling?" and "Are there any instructions you would like to give me before I dial."
10/12/11	When calling STS, customer has been told several times that the answering CA was "not certified" to relay for California. There was up to a20 min. to get a CA who could relay his call.	10/14/11	Explained that California had hearing acuity requirement that was stricter than any other state and not all CAs met it, so calls had to wait until a CA who met the qualification was available. (Soon after this, that requirement was waived by California and the requirement from the previous contract was restored, which solved the problem)
11/15/11	When dials DDTP STS# he gets a recorded message, which is not supposed to happen for STS users.	11/16/12	Called AT&T and a 'work around' (dialing 711 or the provider's 800 # for STS). Then called customer who said he will call 711,
11/17/11	On 4 calls from voice to TTY, the TTY user received a recorded announcement, then got garbling.	11/17/11	Informed provider who forwarded it to their technical team.
11/18/11	Call was answered as "Pennsylvania relay" for an intrastate California call.	11/18/12	Contacted provider, who checked the CDR and verified that the call was handled by California Relay Service. The CA was counseled to be certain to use the correct greeting.
11/30/11	No answer when customer dialed the dedicated STS Training Line #.	11/30/11	Contacted provider who investigated and discovered technical problem. Customer notified.
11/30/11	Customer called STS Training Line phone number 10 times and the call was never answered.	11/30/11	Provider investigated and discovered that there was a technical issue. It was corrected and test calls to that line were answered.
12/20/11	When he calls toll free 800 #s (e.g. information @ 800-555-1212) he gets an automated message that says he can't make the call. User said that he does have a note in his profile to not make charged long distance calls.	12/20/11	Emailed AT&T & then called customer. Told him to call 800# & if call doesn't go thru, ask CA to get Supervisor, who will problem-solve.
12/21/11	When voice user is called and asks for explanation of relay, there is a long wait when the CA is a trainee before the explanation begins.	12/21/11	Informed provider who said they would include that in ongoing training for the new CAs.

State of California - Deaf & Disabled Telecommunications Program (DDTP)

2011 2012 FCC Complaint Log

TRS & STS Complaints

Date of Incident	Description	Date of Resolution	Description of Resolution
12/21/11	CA trainee made 18 errors plus 10 that were corrected. The corrected errors did not have XXX, so the conversation was difficult to follow. Everything else about the call was excellent.	12/21/12	Informed the provider, who counselled the CA trainee.
12/22/11	Calls less than 40 miles are being billed as long distance.	12/22/11	Explained that all calls under 40 miles are billed as local only if the relay provider's default long distance carrier is used. Suggested customer either tell the CA on a call by call basis that he wants to use the default long distance carrier or change his long distance carrier on his profile.
12/28/11	STS user was told by TRS CA that he could not relay the call because it would be voice>voice. User had set up profile choice for STS CA.	01/16/12	User set up profile immediately before relay call, and it was not set up in the system yet. Therefore the user reached a TRS CA, who did not realize that the user was a STS user, so informed him that voice>voice calls are not allowed. Provider apologized to the user.
04/06/12	STS user requested the CA to transfer his call to Customer Service. The CA said he had to hang up and call Customer Service directly and then took a long time finding the phone number. STS user wants to be transferred, since he sometimes wants the STS CA to re-voice for him.	04/10/12	Contacted provider. Their procedure is to transfer a caller to Customer Service, or to the "in-charge" CA if Customer Service line was busy. Also stated that the Customer Service number is posted at every CA workstation, so there should not have been a delay in providing it. They counselled the CA on the correct procedure. Customer was satisfied.
05/08/12	Provider told person HCO user was calling that it was from a person who is "deaf or hard of hearing". Also said ID # at the beginning of the call so fast the user could not understand and did not give the number at the end of the call.	05/10/12	Contacted customer. Explained that, since he did not know which provider he used and didn't remember date, time, etc. of the call, we couldn't find out which CA had relayed the call. Informed user of the information to get if he had a complaint about a call and gave him the Customer Service numbers for both providers.
5/8 - 5/11/12	3 users said the relay provider did not answer call to the VA STS line	05/11/12	Provider informed. New service that started May 1st, so staffing issues were being addressed. Let users know that the provider was working on correcting.
05/10/12	VA STS CA had a thick Latin accent & had problem understanding the VA STS user.	05/10/12	Provider informed. New service that started May 1st, so staffing issues were being addressed. Let user know that the provider was working on correcting.
05/31/12	User received a STS relay call that was transferred from her company's receptionist. There was no announcement of relay and the person called did not know there was anyone else on the line until the middle of the call when the CA revoiced a word.	05/31/12	Provider stated that the CA did announce the call as a relay call to the first person who answered the call, but not once the call was transferred because the conversation started immediately and she did not want to interrupt it. The CA said that she will be sure to announce a call again anytime it is transferred.

State of California - Deaf & Disabled Telecommunications Program (DDTP)
2011 2012 FCC Complaint Log
CTS Complaints

Date of Incident	Description	Date of Resolution	Description of Resolution
07/25/11	Words are not accurate. Many times words come up on the screen that were not accurate.	7/26/11	Forwarded complaint to CapTel customer service.
11/07/11	Messages are very delayed.	11/7/11	Suggested customers call CapTel customer service for a software upgrade. If the problem still persists, the customer should call customer service or the California Relay Service again.

ATTACHMENT 5

**FCC Summary Log
For
California Relay Service
June 1, 2011 to May 31, 2012**

**Deaf & Disabled Telecommunications Program
(DDTP)**

Number of TRS & STS Complaints received from June 1, 2011 to May 31, 2012

June '11	July '11	Aug '11	Sept '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12	May '12
1	0	1	1	2	4	5	0	0	0	1	4

**The total Number of Complaints for this reporting period was 19.
Complaints are followed up and resolved in a timely manner.**

Number of CTS Complaints received from June 1, 2011 to May 31, 2012

June '11	July '11	Aug '11	Sept '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12	May '12
0	1	0	0	0	1	0	0	0	0	0	0

**The total Number of Complaints for this reporting period was 2.
Complaints are followed up and resolved in a timely manner.**

ATTACHMENT 6

Hamilton Relay
California Relay Service
2011 2012 FCC CapTel ANNUAL CONSUMER COMPLAINTS SUMMARY LOG

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
269495	6/14/2011	5:15:00 PM	CapTel	Product	NA	0800-33080	Dialing Issue - Can't dial out in caption mode	Customer reported she is having difficulty placing an outbound call, specifically to a church service phone number that she could call previously. She stated that she has to enter a pin number after the phone number and she reaches a recording which states "the pin number is invalid." CSR placed a test call to the number and had the same experience. Tech support has passed this on to Engineering for further assistance. CSR tried to identify with the customer a contact point for the entity that runs the conference call line, but was told that individual will contact us if needed. Status: unable to remedy circumstance due to not having a contact point at the other end to help them resolve what may have changed in their system.	6/29/2011 10:35:00 PM	over 48 hours	ES
266839	6/14/2011	11:30:00 PM	CapTel	Technical	NA	22080	Dialing Issue - Unable to dial regional 800 number	Customer reported being unable to make a captioned call to an 800 number. CSR confirmed 800 number as regional toll-free number and inability to connect through captions. Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number.	6/14/2011 12:30:00 PM	within 24 hours	ML
268164	6/19/2011	3:15:00 PM	Phone	Service	NA	0800-11030	Accuracy of Captions	Customer shared an example of a phrase that appeared that sounded similar but changed the meaning and asked why this happens sometimes. Customer did not have a call date, time or CA to reference. CSR apologized for this incidence and thanked customer for bringing their experience to our attention. CSR explained that since captions are created by a live CA using voice recognition, there is the possibility of slight inaccuracies and similar sounding words to be substituted within captioned conversations. CSR noted that if customer wishes to document the date, time and CA# of any future call, Customer Service can take specific action follow up action with Call Center personnel.	6/19/2011 3:45:00 PM	within 24 hours	GJ
268513	6/20/2011	4:00:00 PM	CapTel	Service	3302	0800-11040	Captions lag too far behind voice	Customer shared feedback regarding delay of captions during their call. CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with Call Center Management for follow up. The CA's Supervisor followed up with additional monitoring paying close attention to the CA's techniques for managing speed. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	6/21/2011 4:10:00 PM	within 48 hours	MD
269245	6/22/2011	5:15:00 PM	CapTel	Service	6065	11030	Accuracy of captions	Customer shared feedback regarding accuracy of a number given and provided specific call data. CSR apologized for incidence and thanked customer for sharing detail. CapTel Call Center Supervisor has reviewed accuracy concerns shared by the customer with the CA and increased coaching and monitoring time for the CA.	6/23/2011 5:30:00 PM	within 48 hours	MD
270364	6/25/2011	6:15:00 PM	Phone	Service	3785	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. This CA's Supervisor will follow up with additional monitors and coaching, including a review of when to call for Supervisor assistance or complete a trouble ticket.	6/28/2011 6:30:00 PM	over 48 hours	MD
265853	6/9/2011	5:10:00 PM	NA	Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions. CSR apologized for incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR informed the customer that since the calls are being transcribed by a live captionist, customer should inform the caller that speaking at a moderate pace in a clear voice will lead to an optimized captioned call. Customer stated that they understood this information.	6/9/2011 5:35:00 PM	within 24 hours	GJ
274168	7/13/2011	12:45:00 PM	Phone	Technical	6228	22990	Technical - General	Customer reported difficulties placing a captioned call to her bank on the CapTel phone. After further investigation, CSR found that CA had documented a trouble ticket referencing loss of audio and intermittent audio. CSR apologized to customer for their experience and asked them to place their call again. Customer then placed a successful call to that number.	7/13/2011 4:40:00 PM	within 24 hours	MMo
274757	7/15/2011	1:35:00 PM	Phone	Product	NA	0800-33080	Dialing Issue - Can't dial out in caption mode	Customer is having difficulty entering all the digits of a phone number before connecting with the captioning service. CSR sent an over-the-wire software update to customer's unit to adjust and extend the timing window when dialing a phone number.	7/15/2011 1:40:00 PM	within 24 hours	TJ

Hamilton Relay
California Relay Service
2011 2012 FCC CapTel ANNUAL CONSUMER COMPLAINTS SUMMARY LOG

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
274779	7/15/2011	2:15:00 PM	CapTel	Product	NA	0800-33080	Dialing Issue - Can't dial out in caption mode	State program representative requested the customer's dialing time be extended. CSR sent an over-the-wire software update to customer's unit to adjust and extend the timing window when dialing a phone number.	7/15/2011 2:20:00 PM	within 24 hours	AA
276872	7/23/2011	2:15:00 PM	CapTel	Technical	NA	22080	Dialing Issue - Unable to dial regional 800 number	Customer reported difficulty dialing a regional 1-800 number from the CapTel. Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number.	7/23/2011 2:30:00 PM	within 24 hours	MA
272597	7/7/2011	11:10:00 AM	CapTel	Technical	NA	22080	Dialing Issue - Unable to dial regional 800 number	Customer reported that she is unable to reach a specific 800 number. Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number. Confirmed the customer was able to contact the number successfully.	7/7/2011 11:30:00 AM	within 24 hours	LE
273040	7/8/2011	2:50:00 PM	Mail	Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. CSR further advised customer to record the date, time and captionist number s CSR could do further research on the customer's behalf.	7/8/2011 3:40:00 PM	within 24 hours	JA
286679	8/4/2011	12:00:00 PM	CapTel	Billing	NA	0800-50000	Billing Issue - Calling Card - unable to use	Customer reported when her mother calls her 2-Line CapTel 800 directly using a calling card, she will see "Handset is Muted" on the screen and the call does not connect. After extensive troubleshooting it seems the Calling Card being used is not processing the call correctly. CSR sent customer's mother a complimentary phone card to try to see if it improves her experience.	9/7/2011 11:45:00 AM	over 48 hours	MF
279907	8/4/2011	4:10:00 PM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer reported that names are often spelled incorrectly and numbers are incomplete in her captions. CSR suggested customer document the date, time and CA# of any future calls where she experiences difficulties with her captions to allow us to take specific action with the CA captioning the call. Customer called back and noted the problem was specific to captioning her answering machines and CSR gave tips on how to do this successfully.	8/12/2011 5:05:00 PM	over 48 hours	AA
280592	8/8/2011	10:30:00 AM	Phone	Service	NA	0800-11030	Accuracy of Captions	Customer's grandson shared feedback regarding accuracy of captions on a call. "How are you" came through as "power". CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR shared detail on how captions are generated using voice recognition. Caller stated he did not realize this and was familiar with voice recognition as he uses a program at home. CSR noted a correction should have been made for this error. CSR suggested that if they wish they may document the date, time and CA# of any future call and we will take specific action with the CA captioning the call. Caller was satisfied.	8/8/2011 10:40:00 AM	within 24 hours	MMo
280845	8/8/2011	5:00:00 PM	CapTel	Technical	3872	0800-22030	Captions - stop in middle of call (CA Workstation specific)	Customer reported that the conversation was cut off during the middle of a phone call. Call detail was shared with Call Center management for investigation. Findings were inconclusive as to what transpired, but a cut off in the call was confirmed. This CA is being monitored for quality performance and being provide additional coaching. CSR apologized for incidence and thanked customer for reporting their experience.	8/11/2011 10:10:00 AM	over 48 hours	MD
286061	8/30/2011	12:40:00 PM	CapTel	Technical	NA	22080	Dialing Issue - Unable to dial regional 800 number	Customer reported she is having difficulty calling a specific 800 number. After further investigation, CSR explained that Tech Support made an adjustment for that number, but customer still reported difficulties. CSR suggested customer put the number in speed dial to ensure dialing was error free. CSR advised customer of the non-toll-free number as it was a local call for her. Customer called successfully immediately after the call with Customer Service.	8/30/2011 4:15:00 PM	within 24 hours	ES
286635	9/1/2011	7:15:00 AM	EMail	Billing	NA	50000	Billing Issue - Calling Card - unable to use	Customer reported he is unable to reach the CapTel user using his calling card. CSR investigated and informed customer that the calling card they are trying to use is going through an incompatible VOIP network thus preventing the call from connecting to the CapTel user. CSR provided an interim solution for the customer and also provided the customer a permanent solution by sending them a prepaid calling card.	10/6/2011 7:25:00 AM	over 48 hours	TJ
287745	9/6/2011	3:30:00 PM	CapTel	Technical	NA	0800-22080	Dialing Issue - Unable to dial regional 800 numbers	Customer reported that when they call through the captioning service to a regional toll number they are connected to a different number then when they call without the captioning service. Research shows the toll free number re-directs based on the area code thus reaches the correct entity, but not the customer's correct local office. After extensive troubleshooting and research, CSR advised an alternate contact to the agency that they are calling via a toll free number to obtain the correct direct phone number.	9/6/2011 3:35:00 PM	within 24 hours	MD

Hamilton Relay
California Relay Service
2011 2012 FCC CapTel ANNUAL CONSUMER COMPLAINTS SUMMARY LOG

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
296723	10/8/2011	12:50:00 PM	Phone	Service	6215	0800-11030	Accuracy of Captions	Customer reported receiving unclear captions and many incorrect words appearing on the CapTel screen while on a particular call. CSR found there was a temporary issue at the CA station while captioning this call. CSR then followed up with the customer and explained what had happened. CSR apologized for this incidence. Customer reported that since this incident they have been successfully using their CapTel phone.	10/18/2011 4:25:00 PM	over 48 hours	ML
298483	10/14/2011	2:50:00 PM	CapTel	Technical	NA	0800-22990	Technical - General	Customer reported that he is unable to call to a specific local number with captions. CSR performed multiple test calls to this number and experienced the same difficulty. CSR shared customer's experience with technical support for further investigation, which showed a temporary routing issue in the phone network that resolved itself. Confirmed customer is now able to reach this number successfully with captions.	10/14/2011 3:20:00 PM	within 24 hours	NM
302810	10/28/2011	6:55:00 PM	CapTel	Technical	NA	22080	Dialing Issue - Unable to dial regional 800 number	Customer reported their inability to place a call to a specific number. Customer gets, "I'm sorry, we are currently not able to accept calls from your location. For more information call X-xxx-xxx-xxx (xxx for privacy purposes)." After further investigation, CSR found customer could call an alternate number and provided the customer with the correct number to reach his party. Confirmed customer connected with captions successfully to this party.	11/2/2011 1:20:00 PM	over 48 hours	AL
308315	11/17/2011	3:45:00 PM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer reported that during a telephone call part of the conversation was not captioned and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. CSR advised that call detail would be shared with Call Center management for follow up with the CA by the CA's supervisor. Call center management advised the CA's supervisor so that they can continue to monitor performance.	11/28/2011 6:25:00 PM	over 48 hours	MD
309127	11/21/2011	12:00:00 PM	Phone	Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	11/21/2011 12:05:00 PM	within 24 hours	MMo
309585	11/22/2011	4:30:00 PM	CapTel	Service	6381	0800-11030	Accuracy of Captions	Customer's helper reported incorrect captions appearing during a specific call, and noted this was the first time the customer had seen this happen. CSR thanked the customer for bringing this to CapTel's attention and referred this call detail to Call Center management for follow up. CSR contacted the customer after receiving information back from the Call Center noting the CA's supervisor will increase monitoring frequency to make sure that poor accuracy is not an ongoing issue for this CA.	11/29/2011 11:00:00 AM	over 48 hours	ML
315416	12/16/2011	2:45:00 PM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	12/16/2011 2:55:00 PM	within 24 hours	JRA
319746	1/4/2012	12:15:00 PM	Phone	Billing	NA	0800-50990	Billing - General	Customer reported using a calling card to make long distance calls and receiving a bill from the state default carrier. CSR discussed billing and took appropriate action.	1/4/2012 12:20:00 PM	within 24 hours	ED
322477	1/18/2012	4:45:00 PM	CapTel	Product	NA	0800-33080	Dialing Issue - Can't dial out in caption mode	Customer's helper reported that the customer was unable to dial out on one phone call. Since customer's experience of disconnect/reconnect seems to be very seldom. CSR explained how the quality of the phone line or phone network can affect the performance of the CapTel phone. CSR subsequently confirmed customer is successfully using their CapTel phone.	1/18/2012 5:00:00 PM	within 24 hours	ML
324012	1/25/2012	2:40:00 PM	CapTel	Technical	NA	0800-22080	Dialing Issue - Unable to dial regional 800 numbers	Customer reported experiencing difficulty when specific local toll-free number for paratransit was dialed and on occasion a recording stated the number dialed could not be reached from her calling area. CSR shared a non-toll-free equivalent number for the customer to use when calling from the CapTel phone.	2/2/2012 4:05:00 PM	over 48 hours	AK
325754	2/1/2012	11:55:00 AM	CapTel	Service	NA	0800-11040	Captions lag too far behind voice	Customer stated that on conference calls, the captions are occasionally 2 minutes behind. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA Supervisor. CA Supervisor reported that the CA has received some coaching regarding call processing expectations and strategies for minimizing delay. The Supervisor will check closely to confirm that the CA is applying this coaching and is prepared to increase monitoring frequency and coaching as needed.	3/16/2012 1:40:00 PM	over 48 hours	CR

Hamilton Relay
California Relay Service
2011 2012 FCC CapTel ANNUAL CONSUMER COMPLAINTS SUMMARY LOG

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
325838	2/1/2012	7:00:00 PM	CapTel	Service	NA	0800-11060	Unable to make Spanish captioned calls	Customer's helper reported that the customer was not able to connect on international calls using the Spanish captioning service on the CapTel 800 in 1-Line mode. Technical support made an adjustment in the system to allow calls to connect with captions. Confirmed the customer is now placing international calls in Spanish successfully.	2/9/2012 12:05:00 PM	over 48 hours	ED
326068	2/2/2012	3:40:00 PM	Phone	Service	NA	0800-11060	Unable to make Spanish captioned calls	Customer's helper reported that the customer was not able to connect on international calls using the Spanish captioning service on the CapTel 800 in 1-Line mode. Technical support made an adjustment in the system to allow calls to go connect with captions. Customer confirmed that they are using the phone successfully now.	2/7/2012 10:25:00 AM	over 48 hours	GJ
326502	2/4/2012	9:40:00 PM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	2/4/2012 9:55:00 PM	within 24 hours	LE
331000	2/24/2012	11:35:00 PM	CapTel	Technical	3581	0800-22030	Captions - stop in middle of call (CA Workstation specific)	Customer called to report that a recent phone call was disconnected and that they saw "(...your call will be disconnected.) on their display screen. CSR apologized for this and sent specific call detail to the call center for investigation. Call Center personnel reported the Supervisor on duty disconnected the call after sending the warning note due to "no captionable audible for over 2 minutes."	2/25/2012 2:15:00 PM	within 24 hours	EY
332022	2/29/2012	3:15:00 PM	CapTel	Technical	NA	0800-22990	Technical - General	Customer's daughter reported that the customer cannot reach daughter's cell phone number with captions. After further investigation, technical support identified there was a routing issue and opened a trouble ticket with the provider of the telephone service. Telephone service provider fixed the issue and customer confirmed all is well.	3/6/2012 11:35:00 AM	over 48 hours	ES
332550	3/2/2012	3:15:00 PM	EMail	Service	NA	0800-11030	Accuracy of Captions	Customer reported seeing (Speaker Unclear) and incorrect words frequently in their captions. CSR apologized to customer and explained that (Speaker Unclear) indicates that the CA was unable to understand what the other party said clearly enough to caption their words accurately. CSR also explained how captions are produced and that it would be possible to receive words that sound similar but are contextually different from what the other party said. CSR further explained that he should receive corrections over the incorrect word. CSR shared tip with customer for turning captions off and back on in 2-Line mode in order to create a new connection to the captioning service.	3/2/2012 3:30:00 PM	within 24 hours	MF
333327	3/6/2012	3:15:00 PM		Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions on some calls. CSR apologized for this experience. CSR explained how captions are generated and how errors can occur. CSR noted if the customer wishes to document the date, time and CA# of any future calls this will allow us to take specific action with the CA captioning the call. Customer was satisfied and agreed he would do so in the future, if needed.	3/6/2012 3:25:00 PM	within 24 hours	MMo
333588	3/7/2012	3:15:00 PM		Service	10025	0800-11010	Answering machine message retrieval	Customer reported a captioned call where she was captioning her answering machine messages and she experienced loss of captions. She also indicated that the captionist transposed the digits of the area code of the number left. CSR apologized to the customer for their experience. Call detail was shared with Call Center management for follow-up with the CA by the CA's supervisor.	3/15/2012 2:30:00 PM	over 48 hours	MMo
335678	3/16/2012	12:10:00 PM		Other	NA	0800-40031	No Captions	Customer reported a captionist stopped captioning a call. Customer did not wish to troubleshoot and said they just wished to pass on the CA number. CSR apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	3/16/2012 12:20:00 PM	within 24 hours	ED
321081	4/1/12	03:40pm	CapTel			N/A	Service	Customer reported inaccurate captions when using the CapTel 800 phone. CSR apologized for their experience, and explained how captions are created. CSR suggested that the customer may follow up with us with the date, time, and CA # of calls with unsatisfactory captions, and we can then take specific action with Call Center personnel. Customer subsequently declined the offer for further follow up as they are successfully using the phone.	04/01/2012 03:47pm	Within 24 Hours	GJ
321743	4/4/12	12:35pm	CapTel			N/A	Billing	Customer asked if she could accept collect calls. Customer's son can make only collect calls. CSR advised 1-Line CapTel user that she cannot receive collect calls. CSR advised customer that she could add a second line to use CapTel 800 in 2-Line Mode, or she could add Internet service and use a CapTel 800i.	04/04/2012 12:44pm	Within 24 Hours	EY

Hamilton Relay
California Relay Service
2011 2012 FCC CapTel ANNUAL CONSUMER COMPLAINTS SUMMARY LOG

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
321861	4/4/12	06:46pm	Phone			N/A	Billing	Customer reported seeing the message "New FCC Ruling, all long distance calls will be charged" on the screen of the CapTel 200 phone. CSR confirmed that customer's long distance information is registered correctly. Further explained that the message is standard for long distance captioned calls and that there is no extra charge for using the CapTel service, but normal long distance charges apply.	04/04/2012 06:50pm	Within 24 Hours	RLC
322241	4/6/12	04:21pm	Phone			N/A	Service	Customer's helper reported incoming captioned calls are not connecting to captions. Further investigation found the CapTel phone was connected through an answering machine and medical alert system before reaching the wall jack. CSR advised helper of the proper set up by using a triplex jack to connect these three devices to the same wall jack.	04/06/2012 04:30pm	Within 24 Hours	NM
323429	4/12/12	03:55pm	CapTel			N/A	Service	Customer reported poor quality captions on a call. Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	04/12/2012 05:16pm	Within 24 Hours	NM
323672	4/13/12	05:06pm	CapTel			N/A	Service	Customer reported that captions stopped in the middle of a call. CSR found that there was a technical issue at the CA's work station during a CA swap. CSR apologized for any inconvenience and assured the customer it was an isolated incidence.	04/13/2012 05:20pm	Within 24 Hours	JRA
325190	4/20/12	06:52pm	CapTel			N/A	Service	Customer reported being unable to dial to Guam Tech Support filed a trouble ticket with the long distance carrier.	04/20/2012 07:15pm	Within 24 Hours	JRA
328530	5/7/12	11:58 PM	CapTel			N/A	Service	Customer called to report inability to get through to a specific 800 number. CSR explained that the customer needs to dial an alternate number to access this service when calling from the CapTel 800 in 1-Line mode. Technical support cannot make adjustments to allow customer to use the normal 1-800 number since that would prevent other CapTel users from reaching the service. Call detail confirms that the customer is reaching the alternate number successfully.	41037.66667	Within 24 Hours	JP
330439	5/16/12	4:05 PM	Phone			N/A	Billing	Customer's daughter stated that her mother is moving to another nursing home. CSR updated customer's carrier of choice registration accordingly.	41045.67708	Within 24 Hours	CR
328397	5/7/12	1:41 PM	CapTel			N/A	Service	Customer reported experiencing a delay in the captions on the CapTel phone. CSR explained to customer how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. Explained that this delay could increase if their caller is speaking very quickly, or the CA needs to make typed insertions. CSR also provided customer with tips for handling moments of silence while the captions are transmitting. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	41046.58264	Over 48 hours	AK
329442	5/11/12	5:10 PM	CapTel			6802	Service	Customer reported a longer than normal delay between spoken word and captions on a specific call. CSR apologized for the inconvenience of the delay in captioning. CSR investigated and sent call detail to the Call Center for follow up with the CA by the CA's supervisor. Supervisor to provide additional monitoring and coaching to provide an optimal captioning experience.	41046.71879	Over 48 hours	ED