

Ticket	Date of Complaint	Nature Of Complaint	Date Of Resolution	Nature of Resolution	Call Type
114772	06/02/07	The CA did not relay the call accurately	06/04/07	Apologized to customer; CA was coached.	Wireless
114802	06/03/07	Received prank/harassing phone calls.	06/04/07	Informed customer that we cannot reveal identity of caller.	Web
114809	06/04/07	The CA did not relay the call accurately	06/05/07	Apologized to customer; CA was coached.	Web
114828	06/04/07	The CA did not know country code for Berlin and was rude and unhelpful	06/05/07	Requested CA number so CA could be coached.	VRS
114876	06/04/07	The customer's call was interrupted by a CA change	06/05/07	Apologized to customer and told him we are working on improving the CA change procedure	VRS
114944	06/05/07	CA prompted caller to leave message but customer was available on AIM	06/15/07	Apologized to customer; requested more info for further investigation.	Call Me
115006	06/06/07	Customer is getting calls from unknown numbers. He requested cancellation	06/07/07	Cancelled account as per customer request	Call Me
115282	06/10/07	The CA did not relay the call accurately	06/11/07	Apologized to customer; CA was coached.	Web
115552	06/13/07	Received prank/harassing phone calls.	06/14/07	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Web
115666	06/15/07	Could not make international calls, originating within the US.	06/15/07	Advised customer that IP relay calls cannot be used from outside the US.	Web
115745	06/16/07	CA did not confirm having left customer's message before disconnecting call.	06/18/07	Apologized to customer; CA was coached.	Web
115767	06/16/07	Requested identity of caller.	06/18/07	Informed customer that we cannot reveal identity of caller.	Web
115773	06/17/07	Requested identity of caller.	06/18/07	Informed customer that we cannot reveal identity of caller.	Web
115777	06/17/07	Customer could not connect using his VP	06/18/07	Apologized to customer; requested more info for further investigation.	VRS
116140	06/21/07	CA placed the person customer called on hold right after call was answered	06/22/07	Apologized to customer and requested CA number so CA could be coached.	Web
116741	06/30/07	CA was unprofessional when leaving message for customer's friend on his voicemail	07/02/07	Apologized to customer; CA was coached.	Web
117163	07/07/07	CA did not relay the call accurately and typed too slow	07/09/07	Apologized to customer; CA was coached.	Web
117528	07/12/07	Customer complained that CA did not translate what he typed in English into Spanish for his father	07/12/07	Informed customer that we do not offer translation service	Web
117778	07/16/07	Received prank/harassing phone calls.	07/17/07	Informed customer that we cannot reveal identity of caller.	Web
117833	07/17/07	Customer cannot connect from behind a firewall	07/18/07	We emailed instructions to the customer on how to connect from behind a firewall	Web
117901	07/18/07	Customer complained that she is getting missed call emails but no phone number is left by caller	07/19/07	Informed customer that her callers messages are emailed to her verbatim. We do not prompt the caller for their phone number	Call Me
118699	07/28/07	Session ended shortly after connecting to the service.	07/30/07	Apologized to customer; requested more info for further investigation.	Web
119255	08/04/07	Received prank/harassing phone calls.	08/06/07	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Web
119285	08/06/07	Received prank/harassing phone calls.	08/06/07	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Web
119292	08/06/07	The CA did not identify herself to the hearing person at the start of the call	08/06/07	Apologized to customer; CA was coached.	Web
119429	08/06/07	Customer got an an error code when trying to connect to i711 VRS	08/07/07	We emailed instructions to the customer on how to connect from behind a firewall	VRS
119505	08/07/07	Customer is getting "missed call" emails even though she was connected to AIM	08/07/07	We informed the customer about the time limit for responding to incoming calls	Call Me
119630	08/08/07	Received prank/harassing phone calls.	08/09/07	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Web
119760	08/09/07	Received prank/harassing phone calls.	08/10/07	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Web
119772	08/10/07	CA disconnected call without notifying caller.	08/10/07	Apologized to customer; CA was coached.	Web
119774	08/10/07	CA did not call the number that the customer requested	08/10/07	Apologized to customer; CA was coached.	Web

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120140	08/14/07	Received prank/harassing phone calls.	08/15/07	Informed customer that we cannot reveal identity of caller.	Web
120213	08/15/07	Customer was placed on hold for an extended time during a conference call	08/15/07	Apologized to customer; CA was coached.	VRS
120346	08/15/07	Received prank/harassing phone calls.	08/15/07	Informed customer that we cannot reveal identity of caller.	Web
120848	08/21/07	Customer did not see call window after entering the phone number and clicking on "Begin Text Relay Call"	08/22/07	Emailed customer and suggested that she disable her pop-up blocker	Web
121478	08/25/07	Customer could not make a relay call from Canada	08/28/07	Informed the customer that our service is funded by the U.S. Government for use by U.S. citizens. This fund does not pay for international calls	Web
121530	08/27/07	i711 Wireless does not work on customer's Blackberry Curve	08/30/07	Informed the customer that her device is not supported at this time	Wireless
121800	08/29/07	Customer could not make a relay call on her MAC	08/31/07	Informed customer that i711 is not compatible with the MAC at this time	Web
122093	08/31/07	Customer could not make 1-line VCO text relay call	09/06/07	Informed customer that we only provide 1-line VCO for video relay	Web
122124	09/01/07	Customer reported that i711 VRS would not work with his built-in web cam on his laptop	09/05/07	Sent information to customer on how to get a free webcam from i711	VRS
122157	09/02/07	Customer made call from the US but got an error saying she could not make calls from outside the US	09/06/07	Requested more info including her IP address to investigate this further	Web
122210	09/04/07	Call was not answered by CA.	09/06/07	Apologized to customer; requested more info for further investigation.	Web
122214	09/04/07	Customer said that her Sorensen VP light did not come up when getting incoming calls from i711	09/07/07	Emailed customer about the i711 Call Me service	Call Me
122240	09/04/07	Customer could not download i711 Wireless via his Blackberry	09/07/07	Emailed the correct URL for downloading i711	Wireless
122282	09/05/07	CA hung up without asking customer if she wanted to make another call	09/07/07	Apologized to customer; requested more info for further investigation.	Wired
122326	09/05/07	Customer experienced a long hold time	09/07/07	Apologized to customer about the long hold time	Wired
122341	09/05/07	Customer reported that i711 VRS would not work with his built-in web cam on his laptop	09/07/07	Sent information to customer on how to get a free webcam from i711	Wired
122371	09/06/07	Customer reported that the CA was an extremely slow typist	09/07/07	Apologized to customer; CA was coached.	Wired
122460	09/06/07	Customer got an an error code when trying to connect to i711 VRS	09/07/07	We emailed instructions to the customer on how to connect from behind a firewall	VRS
122474	09/07/07	Customer made call from the US but got an error saying she could not make calls from outside the US	09/10/07	Requested more info including her IP address to invesigate this further	Wired
122534	09/07/07	Received prank/harassing phone calls.	09/10/07	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Wired
122589	09/07/07	Customer cannot use the service on his MAC	09/10/07	Informed customer that the service is not available on the MAC	Wired
122653	09/09/07	Received prank/harassing phone calls.	09/13/07	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Wired
122672	09/10/07	Customer requested assistance with installing and using i711 Wireless on his Blackberry	09/13/07	Emailed instructions to customer on downloading i711	Wireless
122708	09/10/07	Customer called to report that he gets a pop-up with a red circle with a line through it when he tries to use text relay	09/10/07	I asked him to disable any pop-up blockers and/or internet protection software. It was his AOL protection software that was blocking him	Wired
123180	09/12/07	Customer experienced a long hold time	09/14/07	Apologized to customer about the long hold time	Wired
123257	09/12/07	Customer reported that her video is freezing	09/14/07	Emailed possible causes and solutions	VRS
123348	09/13/07	Session ended shortly after connecting to the service.	09/14/07	Apologized to customer; requested more info for further investigation.	Wired
123502	09/14/07	CA disconnected call without notifying caller.	09/14/07	Apologized to customer; CA was coached.	Wired
123652	09/16/07	CA was rude to the person the customer was calling	09/19/07	Apologized to customer. Asked customer to take note of the CA number should this happen again	Wired
123870	09/18/07	Session ended shortly after connecting to the service.	09/18/07	Apologized to customer; requested more info for further investigation.	VRS
123887	09/18/07	Customer could not make VRS call. Apparently he did not have a webcam installed on his computer	09/20/07	Emailed customer with instructions on how to get a free webcam from i711	VRS
123987	09/19/07	CA disconnected call without notifying caller.	09/20/07	Apologized to customer and asked him to make a note of the CA number should this happen again so that we can address this issue with the CA	Wired

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123996	09/19/07	Customer is getting missed call emails but says the calls were not for him	09/20/07	Apologized to customer; requested more info for further investigation.	Call Me
124197	09/20/07	Received prank/harassing phone calls.	09/20/07	Informed customer that we cannot reveal identity of caller.	Wired
124231	09/21/07	Person received call but could not understand the CA due to the CA's heavy accent	09/21/07	Apologized for the inconvenience and asked person to make a note of the CA number should he encounter this problem again so we can address this	Wired
124254	09/21/07	Received prank/harassing phone calls.	09/21/07	Informed customer that we cannot reveal identity of caller.	Wired
124295	09/21/07	Received prank/harassing phone calls.	09/24/07	Informed customer that we cannot reveal identity of caller.	Wired
124296	09/21/07	Customer reported that her video is blurry	09/24/07	Emailed customer on how to adjust the focus on the web cam	VRS
124378	09/24/07	CA disconnected call without notifying caller.	09/25/07	Apologized to customer; CA was coached.	Wired
124566	09/25/07	Customer complained of long hold time for CA	09/28/07	Apologized for the hold time	VRS
124580	09/25/07	Person received call but could not understand the CA due to the CA's heavy accent	09/26/07	Apologized to customer; CA was coached.	Wired
124582	09/25/07	Session ended shortly after connecting to the service.	09/28/07	Apologized to customer and asked for more information so we can investigate further	AIM
124673	09/26/07	CA did not follow customer's instructions to not announce the call as a relay call	09/27/07	Apologized to customer; CA was coached.	VRS
125259	10/03/07	CA was too slow in relaying what the hearing party was speaking	10/04/07	Apologized to customer and asked for more information so we can investigate further	Wired
125278	10/03/07	Received prank/harassing phone calls.	10/04/07	Informed customer that we cannot reveal identity of caller.	Wired
125487	10/04/07	Customer is being disconnected after 30 seconds of inactivity	10/08/07	Apologized to customer. Explained that there is a cutoff time for inactivity after which calls are disconnected	Wireless
125620	10/05/07	Customer cannot connect from behind a firewall	10/08/07	We emailed instructions to the customer on how to connect from behind a firewall	Wired
125658	10/06/07	Session ended right after connecting to the service.	10/08/07	Apologized to customer; CA was coached.	Wired
125752	10/08/07	Received prank/harassing phone calls.	10/11/07	Informed customer that we cannot reveal identity of caller.	Wired
125796	10/08/07	CA did not relay the call accurately	10/11/07	Apologized to customer; CA was coached.	Wired
126334	10/12/07	CA did not relay the call accurately	10/18/07	Apologized to customer; CA was coached.	Wired
126445	10/13/07	Could not make international calls, originating within the US.	10/18/07	Apologized to customer and asked for more information so we can investigate further	Wireless
126751	10/16/07	CA did not relay the call accurately	10/19/07	Apologized to customer; CA was coached.	Wired
126763	10/16/07	Requested a female CA and was connected to a male CA.	10/19/07	Informed customer that female CA's were not available due to temporarily high call volume; advised them to wait longer for a female CA.	Wireless
126803	10/16/07	Customer is getting unwanted calls via i711 Call Me and wants to block specific callers	10/19/07	Informed customer that we cannot block individual callers	Wired
126827	10/17/07	Customer got an an error code when trying to connect to i711 VRS	10/22/07	We emailed instructions to the customer on how to connect from behind a firewall	VRS
126993	10/19/07	CA placed the person customer called on hold for over 4 minutes	10/23/07	Apologized to customer; CA was coached.	Wired
127025	10/19/07	Could not make international calls, originating within the US.	10/23/07	Apologized to customer and asked for more information so we can investigate further	Wired
127145	10/21/07	Customer's callers are not leaving their name in their message	10/24/07	Informed customer that we forward his messages verbatim and it is up to his callers as to whether they leave their name	Call Me
127239	10/22/07	CA did not relay the call properly	10/22/07	Apologized to customer; CA was coached.	Wired
127330	10/23/07	I711 Call Me number is no longer active after not having been used for over 30 days	10/26/07	Informed customer that if a number is not used over 30 days the number is taken out of service	Call Me
127456	10/24/07	Customer got disconnected after not responding for over 30 seconds	10/29/07	Advised customer that that disconnecting the call after 30 seconds of inactivity from the caller is the correct relay protocol	Wired
127526	10/25/07	Received prank/harassing phone calls.	10/30/07	Informed customer that we cannot reveal identity of caller.	Wired
127574	10/25/07	Customer is calling via VP and the CA cannot see him	10/30/07	Emailed possible causes and solutions	VRS
127599	10/26/07	Customer reported that the CA was slow in responding and she got disconnected	10/30/07	Apologized to customer; requested more info for further investigation.	Wired

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127661	10/26/07	CA did not dial the correct number and argued with customer	10/30/07	Apologized to customer; CA was coached.	Wired
127673	10/27/07	Customer went through the vrs setup and could not see herself in the video window	10/30/07	Emailed possible causes and solutions	VRS
127694	10/27/07	Customer was not able to connect to a Spanish speaking CA	10/31/07	Emailed instructions to customer on how to connect to a Spanish speaking CA	Wired
127713	10/28/07	Customer reported that the CA was too slow and did not speak English clearly	10/31/07	Requested CA identified so CA could be coached.	Wired
127724	10/28/07	Received prank/harassing phone calls.	10/31/07	Informed customer that we cannot reveal identity of caller.	Wired
127788	10/29/07	Customer reported that his video window was black	11/01/07	Emailed customer with possible causes and solutions	VRS
127806	10/29/07	Customer reported that he could not see the operator video	11/01/07	Emailed customer with possible causes and solutions	Wired
127932	10/30/07	Received prank/harassing phone calls.	11/01/07	Informed customer that we cannot reveal identity of caller.	Wired
128050	10/31/07	Received prank/harassing phone calls.	11/02/07	Informed customer that we cannot reveal identity of caller.	Wired
128135	11/01/07	Customer reported that her AIM toll-free number is not active	11/06/07	Apologized to customer; requested more info for further investigation.	Call Me
128278	11/02/07	Person is apparently calling one of our customer's Call Me toll-free numbers and gets "tty beeps"	11/06/07	Emailed customer requesting more information	Call Me
128426	11/04/07	Customer received a missed call email from the Call Me service but she is not able to call back using i711	11/12/07	Informed customer that we cannot reveal identity of caller.	Call Me
128469	11/05/07	Customer is receiving unwanted calls of a commercial nature and requested that his number be deleted	11/13/07	Informed customer that, as per his request, his phone number has been deleted	Call Me
128588	11/05/07	Received prank/harassing phone calls.	11/13/07	Informed customer that we cannot reveal identity of caller.	Wired
128607	11/05/07	Customer complained of the lack of experience of our CAs	11/13/07	Requested CA identified so CA could be coached.	VRS
128787	11/06/07	Customer was not able to complete the i711 VRS setup on the website (www.i711.com/vrs)	11/13/07	Emailed customer with possible causes and solutions	VRS
128830	11/06/07	i711 Wireless does not work on customer's Blackberry 8700	11/15/07	Emailed customer with possible causes and solutions	Wireless
128941	11/07/07	Customer made call from the US but got an error saying she could not make calls from outside the US	11/15/07	Requested more info so we can unblock the AIM screen name	AIM
128979	11/07/07	Customer is getting missed call emails even though she was logged in to AIM	11/15/07	Emailed customer with possible causes and solutions	Call Me
129104	11/08/07	Customer was not able to complete the i711 VRS setup on the website (www.i711.com/vrs)	11/15/07	Emailed customer with possible causes and solutions	VRS
129116	11/08/07	Each time, after making three calls, the call window will not come up when trying to make the fourth call	11/15/07	Emailed customer requesting more information	Wired
129276	11/13/07	CA did not communicate well and did not relay the call accurately	11/20/07	Apologized to customer; CA was coached.	VRS
129279	11/13/07	CA did not dial the correct number and asked customer for her social security number	11/21/07	Apologized to customer	Wired
129310	11/13/07	CA is disconnecting the call due to inactivity but the customer is responding within the 30 second time limit	11/21/07	Apologized to customer for the inconvenience	Wired
129363	11/13/07	Customer is getting unwanted calls via i711 Call Me	11/21/07	Apologized to customer and explained that we cannot prevent calls from wrong numbers	Call Me
129406	11/13/07	CA did not respond to customer's questions and did not relay the call accurately	11/23/07	Apologized to customer; CA was coached.	VRS
129528	11/14/07	Relay via AIM is not working properly	11/23/07	Apologized to customer; requested more info for further investigation.	AIM
129626	11/15/07	CA is not relaying customer's Call Me personal announcement	11/23/07	Apologized to customer for the inconvenience	Call Me
129688	11/15/07	Relay via AIM is not working properly	11/27/07	Emailed with steps on how to correct the problem	AIM
129728	11/15/07	Session ended right after connecting to the service.	11/27/07	Apologized to customer; requested more info for further investigation.	Wireless
129827	11/16/07	Session ended right after connecting to the service.	11/27/07	Apologized to customer; requested more info for further investigation.	Wired
129839	11/16/07	Customer cannot connect to the service using i711 Wireless on her Blackberry	11/21/07	Apologized to customer and suggested she reset the device	Wireless
129880	11/16/07	Customer is getting "outside the US" error although she is calling from the US to a US number	11/27/07	Apologized to customer; requested more info for further investigation.	AIM

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129951	11/17/07	Customer is having problems setting up i711 VRS	11/27/07	Emailed customer with possible causes and solutions	VRS
130009	11/18/07	Customer is having problems setting up i711 VRS	11/27/07	Emailed customer with possible causes and solutions	VRS
130277	11/20/07	Customer reported that CA did not respond	11/29/07	Requested CA be identified so CA can be coached	Wireless
130306	11/21/07	Customer reported that CA did not follow his instructions properly when placing the call	11/29/07	Requested CA be identified so CA can be coached	Wired
130329	11/21/07	Received prank/harassing phone calls.	11/29/07	Informed customer that we cannot reveal identity of caller.	Wired
130450	11/22/07	Customer experienced a long hold time for CA	11/29/07	Apologized to customer for the inconvenience	Wired
130481	11/23/07	Received prank/harassing phone calls.	11/29/07	Informed customer that we cannot reveal identity of caller.	Wired
130594	11/24/07	Received prank/harassing phone calls.	12/04/07	Informed customer that we cannot reveal identity of caller.	Wired
130624	11/25/07	Received prank/harassing phone calls.	12/03/07	Informed customer that we cannot reveal identity of caller.	Wired
130625	11/25/07	Received prank/harassing phone calls.	12/03/07	Informed customer that we cannot reveal identity of caller.	Wired
130783	11/26/07	CA did not process the call properly	12/03/07	Apologized to customer; CA will be coached.	Wired
130885	11/27/07	CA was slow in relaying the call and hung up on customer	12/03/07	Apologized to customer; CA will be coached.	Wired
131318	11/28/07	Customer is getting "outside the US" error although she is calling from the US to a US number	12/04/07	Apologized to customer; requested more info for further investigation.	Wired
131404	11/29/07	Customer is getting missed calls while logged in to AIM using the AIM screen name they registered with i711	12/04/07	Emailed customer requesting more information	AIM
131461	11/30/07	Received prank/harassing phone calls.	12/04/07	Informed customer that we cannot reveal identity of caller.	Wired
131794	12/03/07	Customer was not able to complete the i711 VRS setup on the website (www.i711.com/vrs)	12/06/07	Asked customer to call in to our voice support number via relay so that we may assist him	VRS
131826	12/04/07	Received prank/harassing phone calls. Wanted to block phone number	12/06/07	Informed customer that we cannot block individual callers	Wired
131835	12/04/07	Customer was not able to complete the i711 VRS setup on the website (www.i711.com/vrs)	12/06/07	Asked customer to call in to our voice support number via relay so that we may assist him live	VRS
131965	12/05/07	Customer was not able to complete the i711 VRS setup on the website (www.i711.com/vrs)	12/07/07	Emailed customer with possible causes and solutions	VRS
132048	12/06/07	Customer could not make a call by clicking on the callback link in his Call Me "missed call" emails	12/07/07	Informed customer that the link only works on his desktop email	Call Me
132103	12/07/07	Customer made call from the US but got an error saying she could not make calls from outside the US	12/07/07	Requested more information from customer so that we investigate further	Wired
132129	12/07/07	Customer is not able to use i711 relay via AIM	12/10/07	Informed customer of outage which has since been resolved	AIM
132134	12/07/07	CA refused to relay the tone of voice of the hearing person after customer requested this information	12/10/07	Apologized to customer; requested CA info so CA can be coached.	Wired
132148	12/08/07	Customer reports that the CA behaved inappropriately and made offensive comments to him	12/11/07	Apologized to customer; CA was coached.	Wired
132197	12/08/07	Customer is not able to use i711 relay via AIM	12/11/07	Informed customer of outage which has since been resolved	AIM
132200	12/08/07	Customer reported that CA was yelling at the hearing person she called	12/11/07	Requested CA be identified so CA can be coached	Wireless
132241	12/09/07	Received prank/harassing phone calls	12/10/07	Informed customer that we cannot reveal identity of caller.	Wired
132260	12/09/07	Customer cannot call her friend because she blocks unknown numbers	12/11/07	Informed customer that her friend would have to remove the block on her side	Wireless
132263	12/09/07	Customer is not able to use i711 relay via AIM	12/11/07	Informed customer of outage which has since been resolved	AIM
132265	12/09/07	Person is getting unwanted call and wants to block them	12/11/07	Informed person that we cannot block calls	Wired
132281	12/10/07	Customer is not able to use i711 relay via AIM	12/11/07	Informed customer of outage which has since been resolved	AIM
132339	12/10/07	Customer got disconnected after not responding for less than 30 seconds	12/12/07	Apologized to customer; CA will be coached.	Wired
132395	12/10/07	Customer's toll-free call me number is not working	12/11/07	Apologized to customer and informed customer of service outage that we are working to resolve	AIM
132405	12/11/07	CA disconnected call without asking if customer wanted to make another call	12/12/07	Apologized to customer and requested CA number so CA could be coached.	Wired

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132423	12/11/07	Customer's toll-free call me number is not working	12/12/07	Apologized to customer. Tested number and it's operational at this time	AIM
132573	12/12/07	Received prank/harassing phone calls.	12/12/07	Informed customer that we cannot reveal identity of caller.	Wired
132780	12/13/07	Received prank/harassing phone calls.	12/14/07	Informed customer that we cannot reveal identity of caller.	Wired
132817	12/14/07	VRS will not work on customer's PC running the Linux operating system	12/14/07	Informed customer that i711 VRS is not currently available for the Linux operating system	VRS
132973	12/17/07	CA was slow in leaving voicemails for customers	12/18/07	Apologized to customer; CA will be coached.	Wired
133008	12/17/07	Customer's call link in his Call Me missed call email did not work on her cell phone	12/18/07	Informed customer that the call link only works on a desktop computer	AIM
133095	12/18/07	Customer is having problems making relay calls	12/19/07	Apologized to customer; requested more info for further investigation.	Wired
133161	12/19/07	CA did not follow customer's instructions and hung up on customer	12/19/07	Apologized to customer; CA will be coached.	Wireless
133162	12/19/07	CA did not follow customer's instructions	12/19/07	Apologized to customer; CA will be coached.	Wired
133219	12/19/07	Customer got disconnected after not responding for more than 30 seconds	12/21/07	Apologized to customer for the inconvenience	Wired
133345	12/20/07	Received prank/harassing phone calls	12/21/07	Informed customer that we cannot reveal identity of caller.	Wired
133451	12/21/07	Received prank/harassing phone calls	12/26/07	Informed customer that we cannot reveal identity of caller.	Wired
133453	12/21/07	Customer got cut off or disconnected by the CA	12/26/07	Apologized to customer and requested more information for further investigation	Wired
133504	12/22/07	Received prank/harassing phone calls.	12/27/07	Informed customer that we cannot reveal identity of caller.	Wired
133545	12/23/07	CA did not relay the call properly	12/28/07	Apologized to customer; CA will be coached	Wired
133576	12/24/07	CA did not conduct the call properly and hung up on customer	12/28/07	Apologized to customer; CA will be coached	VRS
133616	12/26/07	Customer cannot see his video window	12/28/07	Emailed customer with possible causes and solutions	VRS
133722	12/27/07	Customer reported that her video window and the operator's window overlap	01/03/08	Emailed customer with possible causes and solutions	VRS
133740	12/27/07	Customer reported that the video quality is not good	12/28/07	Emailed customer with possible causes and solutions	VRS
133748	12/27/07	Customer waited 30 minutes and could not get a CA	01/03/08	Apologized to customer for the inconvenience	Wired
133750	12/27/07	Received prank/harassing phone calls	12/28/07	Informed customer that we cannot reveal identity of caller.	Wired
133752	12/28/07	Received prank/harassing phone calls	01/03/08	Informed customer that we cannot reveal identity of caller.	Wired
133971	12/31/07	Customer experienced a long hold time for CA	01/03/08	Apologized to customer for the inconvenience	Wired
133974	12/31/07	CA had poor English skills and was a slow typist	01/03/08	Apologized to customer; CA will be coached	Wired
133993	01/01/08	Customer is getting the out of US error but is in US calling to US number	01/03/08	Requested IP address and/or AIM screen name so we can unblock her	Wired
134026	01/02/08	CA did not relay the call properly	01/03/08	Apologized to customer; CA will be coached.	Wireless
134036	01/02/08	Session ended shortly after connecting to the service.	01/03/08	Apologized to customer; CA will be coached.	Wired
134038	01/02/08	Customer is getting an error code	01/03/08	Emailed instructions to customer on how to connect from behind a firewall	Wired
134109	01/03/08	Received prank/harassing phone calls	01/04/08	Informed customer that we are unable to block calls; advised them to contact their local authorities.	Wired
134131	01/03/08	CA did not explain relay well and the person she was calling kept hanging up	01/04/08	Apologized to customer; CA will be coached, however, we explained to customer that we cannot prevent the person she is calling from hanging up if they choose to do so	Wired
134135	01/03/08	CA stopped responding	01/07/08	Apologized to customer; requested that CA be identified so CA can be coached	Wired
134142	01/03/08	Session ended shortly after connecting to the service.	01/08/08	Apologized to customer for the inconvenience	Wired
134215	01/04/08	Received prank/harassing phone calls	01/07/08	Informed customer that we cannot reveal identity of caller.	Wired
134495	01/09/08	CA did not relay the call properly	01/09/08	Apologized to customer; CA will be coached.	Wired
134499	01/09/08	Customer only gets phone number in missed call email from i711 Call Me but doesn't get message	01/09/08	Left a test message for customer and he got it.	AIM
134516	01/09/08	CA hung up on customer in the middle of the call	01/09/08	Apologized to customer; CA will be coached.	Wired
134535	01/09/08	Customer cannot make a VRS call	01/10/08	Provided customer with minimum system requirements to see if that was the issue	Wired
134576	01/10/08	CA did not relay the call properly	01/10/08	Apologized to customer; CA will be coached.	Wired

Ticket	Date of Complaint	Nature Of Complaint	Date Of Resolution	Nature of Resolution	Call Type
134581	01/10/08	CA did not relay the call properly	01/10/08	Apologized to customer; CA will be coached.	Wired
134624	01/10/08	Customer is getting an error code	01/11/08	Emailed instructions to customer on how to connect from behind a firewall	Wired
134688	01/11/08	CA hung up while in the middle of call	01/15/08	Apologized to customer; CA will be coached.	Wired
134690	01/11/08	Customer is being prompted to upgrade the webcam software	01/15/08	Emailed customer advising that she upgrade the webcam software	VRS
134711	01/11/08	Received prank/harassing phone calls.	01/15/08	Informed customer that we cannot reveal identity of caller.	Wired
134714	01/11/08	Received prank/harassing phone calls.	01/15/08	Informed customer that we cannot reveal identity of caller.	Wired
134719	01/12/08	Customer reported that VRS does nto work after upgrading to Vista	01/15/08	Emailed customer with possible causes and solutions	VRS
134739	01/12/08	Customer is getting the out of US error but is in US calling to US number	01/16/08	Requested more information from customer so that we investigate further	Wired
134906	01/15/08	CA did not relay the call properly	01/17/08	Apologized to customer; CA will be coached.	Wired
134907	01/15/08	Customer is gettting an error code	01/17/08	Emailed instructions to customer on how to connect from behind a firewall	Wired
135097	01/17/08	Customer is getting missed call emails but there is no callback number listed	01/21/08	Explained that it's up to his caller to leave a callback number	Wired
135182	01/17/08	Customer does not like the way CA announced the relay call	01/21/08	Apologized to customer and said we would consider his suggestion as to changing the announcement for relay	Wireless
135197	01/17/08	Customer does not like the way CA announced the relay call	01/21/08	Apologized to customer and said we would consider his suggestion as to changing the announcement for relay	Wired
135291	01/18/08	Customer's call was disconnected before he could leave a message	01/21/08	Requested CA number so CA could be coached.	Wired
135306	01/18/08	Received prank/harassing phone calls	01/21/08	Informed customer that we cannot reveal identity of caller.	Wired
135310	01/18/08	Received prank/harassing phone calls	01/21/08	Informed customer that we cannot reveal identity of caller.	Wired
135363	01/19/08	Customer was not able to complete the i711 VRS setup on the website (www.i711.com/vrs)	01/23/08	Emailed customer with possible causes and solutions	VRS
135364	01/19/08	Received prank/harassing phone calls.	01/23/08	Informed customer that we cannot reveal identity of caller.	Wired
135574	01/22/08	Received prank/harassing phone calls.	01/25/08	Informed customer that we cannot reveal identity of caller.	Wired
135592	01/22/08	CA was rude to the person the customer was calling	01/25/08	Apologized to customer; CA will be coached	Wired
135610	01/22/08	Customer was not able to make a relay call via i711 while in Ireland	01/24/08	Informed customer that all calls must be made from the US	Wired
135615	01/22/08	Customer report that the i711 icon is missing	01/24/08	Repoled requesting more information	Wired
135625	01/22/08	CA did not speak English clearly	01/24/08	Apologized to customer; CA will be coached	Wired
135635	01/22/08	Received prank/harassing phone calls.	01/28/08	Informed customer that we cannot reveal identity of caller.	Wired
135654	01/22/08	Customer is getting the out of US error but is in US calling to US number	01/24/08	Requested IP address and/or AIM screen name	Wired
135662	01/23/08	Customer cannot make a call via i711 Wireless	01/25/08	Apologized to customer for the inconvenience. Service is now operational	Wireless
135695	01/23/08	CA did not relay the call properly	01/24/08	Apologized to customer; CA will be coached	Wired
135696	01/23/08	Received prank/harassing phone calls	01/25/08	Informed customer that we cannot reveal identity of caller.	Wired
135775	01/24/08	Customer cannot make a call via i711 Wireless	01/25/08	Apologized to customer for the inconvenience. Service is now operational	Wireless
135817	01/24/08	Received prank/harassing phone calls	01/25/08	Informed customer that we cannot reveal identity of caller.	Wired
135867	01/24/08	Customer is having trouble setting up the webcam we sent him for i711 VRS	01/25/08	Emailed instructions to customer on how to set up the webcam and set up VRS	VRS
135915	01/25/08	As per customer, CA was slow, incompetent and not helpful	01/25/08	Apologized to customer; CA will be coached	Wired
135935	01/25/08	Received prank/harassing phone calls	01/25/08	Informed customer that we cannot reveal identity of caller.	Wired
135982	01/26/08	Customer's video window is black	01/28/08	Emailed customer with possible causes and solutions	VRS
135990	01/26/08	CA was too slow in retrieving voicemail messase for customers	01/28/08	Apologized to customer; requested CA info so CA can be coached.	Wireless
136086	01/27/08	Received prank/harassing phone calls and would like his phone number to be blocked	01/29/08	Informed person that we cannot block calls	Wired
136357	01/30/08	Received prank/harassing phone calls and would like his phone number to be blocked	01/30/08	Informed person that we cannot block calls	Wired
136390	01/30/08	Customer is trying to make a relay call via AIM and is getting the "out of US" error	01/31/08	Requested customer AIM screen name so we can unblock it	AIM

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136396	01/30/08	Customer is getting disconnected while using i711 via a laptop with a wireless connection	01/31/08	Suggested that he use the service from a wired connection	Wired
136410	01/30/08	Received prank/harassing phone calls and would like his phone number to be blocked	01/31/08	Informed person that we cannot block calls	Wired
136411	01/30/08	Customer's video is not smooth/fast enough to use the service	01/31/08	Emailed customer with possible causes and solutions	Wired
136546	02/01/08	Customer's video window is black/blank	02/01/08	Emailed customer with possible causes and solutions	VRS
136557	02/01/08	Customer's video window was not working properly	02/01/08	Emailed customer with possible causes and solutions	VRS
136580	02/01/08	Customer's video window is black/blank	02/01/08	Emailed customer with possible causes and solutions	VRS
136649	02/02/08	Customer is getting unwanted calls to his i711 Call Me number and requested a new number	02/05/08	Emailed customer requesting more information	AIM
136710	02/03/08	Customer is experiencing problems with her webcam	02/05/08	Emailed customer with possible causes and solutions	VRS
136803	02/04/08	Customer is getting the out of US error when calling via AIM but is in US calling to US number	02/05/08	Requested customer AIM screen name so we can unblock it	AIM
136808	02/04/08	CA did not answer customer's questions regarding called party greeting	02/05/08	Apologized to customer; CA will be coached	Wireless
136830	02/05/08	Received prank/harassing phone calls	02/06/08	Informed customer that we cannot reveal identity of caller.	Wired
136926	02/05/08	Customer is getting the "outside the US" error when calling via AIM	02/11/08	Emailed customer requesting more information	AIM
136955	02/06/08	Requested phone number of person who called him via i711	02/11/08	Informed person that we cannot reveal identity of caller.	Wired
136959	02/06/08	Requested that his phone number be blocked from receiving i711 calls	02/06/08	Informed person that we cannot block calls	Wired
136987	02/06/08	Customer's webcam is not set up properly	02/07/08	Emailed customer with possible causes and solutions	VRS
137049	02/07/08	Received prank/harassing phone calls	02/07/08	Customer will have local authorities fax us a subpoena	Wired
137083	02/07/08	Customer's webcam is not working properly	02/08/08	Requested more information from the customer	VRS
131101	02/07/08	Customer is being disconnected frequently	02/08/08	Apologized to customer; requested more info for further investigation.	Wired
137112	02/07/08	Customer is not able to make a call	02/08/08	Requested more info for further investigation.	Wired
137203	02/08/08	Phone book is not working properly	02/08/08	Emailed instructions to customer on calling via the phone book	Wireless
137268	02/09/08	Received prank/harassing phone calls	02/11/08	Informed customer that we cannot reveal identity of caller.	Wired
137285	02/09/08	Customer appears to be saying that she is not able to find the i711 shortcut on her home screen after rebooting device	02/11/08	Emailed customer requesting more information	Wireless
137321	02/09/08	Received prank/harassing phone calls	02/12/08	Informed person that we cannot block calls	Wired
137322	02/09/08	Customer had tech problems when typing	02/12/08	Emailed customer to ask if she is still experiencing this problem	Wired
137341	02/10/08	Customer experienced problems setting up i711 VRS	02/12/08	Emailed customer requesting more information	Wired
137457	02/11/08	Customer reports that i711 Call Me is not working properly	02/13/08	Sent a test message to customer via his i711 Call Me number	AIM
137464	02/11/08	Customer sent an email with only the words "not working"	02/13/08	Emailed customer requesting more information	Wired
137465	02/11/08	Customer is getting disconnected after more than 30 seconds of apparent inactivity	02/13/08	Apologized for the inconvenience and explained that is the policy	AIM
137522	02/12/08	Customer cannot connect to i711 Wireless	02/14/08	Emailed instructions to customer on how to set up TCP/APN	Wireless
137552	02/12/08	Person asked for identify of person who called him via i711	02/13/08	Informed person that we cannot reveal identity of caller.	Wired
137578	02/12/08	Customer complained that operator would not dial by name to 1-800-USA-PETS	02/13/08	Apologized to customer; CA will be coached	Wired
137744	02/14/08	CA typed too slowly and was rude to the hearing person that was called	02/15/08	Apologized to customer. Suggested to get the CA number if this happens again	Wired
137750	02/14/08	Customer is having trouble setting up i711 VRS on her computer	02/15/08	Emailed instructions to customer on how to complete the setup	VRS
137754	02/15/08	Received prank/harassing phone calls	02/15/08	Informed person that we cannot reveal call	Wired
137818	02/15/08	Customer is getting outside the US error but is in the US	02/19/08	Requested more info from customer so we can resolve the issue	Wired
137836	02/16/08	Customer reported that the operator cannot see him and he can't see himself	02/20/08	Emailed customer requesting more information. Device was installed by us and was in working condition at the time of installation	VRS
137837	02/16/08	Received prank/harassing phone calls	02/20/08	Informed person that we cannot reveal the identity of caller	Wired
137865	02/16/08	CA did not relay the person's email address correctly. Customer requested the correct email be given to him	02/21/08	Informed customer that we do not have that information to give him	Wireless

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137905	02/17/08	Customer is getting errors when trying to install i711 on his BB	02/25/08	Emailed customer with instructions on how to resolve this problem	Wireless
137910	02/18/08	Received prank/harassing phone calls. Customer would like his number to be blocked	02/18/08	Informed customer that we cannot block numbers	Wired
137931	02/18/08	Customer cannot make a relay call via AIM while connect through Meebo	02/21/08	Informed customer that he cannot make a relay via AIM while connected through Meebo at this time.	AIM
137944	02/18/08	Received prank/harassing call and would like us to reveal caller	02/21/08	Informed person that we cannot reveal identity of caller.	Wired
137948	02/19/08	Received prank/harassing call and would like us to reveal caller	02/25/08	Informed person that we cannot reveal identity of caller.	Wired
138060	02/19/08	Missed call email did not include caller's message	02/26/08	Asked customer to forward us a copy of one of the emails	AIM
138063	02/19/08	Received prank/harassing phone calls	02/26/08	Informed person that we cannot reveal identity of caller	Wired
138074	02/19/08	Received prank/harassing phone calls	02/26/08	Informed person that we cannot reveal identity of caller.	Wired
138082	02/20/08	Customer could not complete i711 VRS setup	02/25/08	Emailed instructions to the customer as to how to complete the setup	VRS
138097	02/20/08	Police officer called regarding a bomb threat made via i711	02/20/08	Provided fax number to fax subpoena	Wired
138164	02/20/08	Received prank/harassing phone calls	02/25/08	Informed person that we cannot reveal identity of caller.	Wired
138180	02/20/08	Received prank/harassing phone calls and would like us to reveal caller	02/25/08	Informed person that we cannot reveal identity of caller.	Wired
138200	02/20/08	Customer's text is relaying two words at a time instead of full sentences	02/25/08	Requested more info from customer so we can investigate further	Wired
138217	02/21/08	Customer is getting an error code	02/26/08	Emailed instructions to customer as to how to connect from behind a firewall	Wired
138265	02/21/08	Customer is getting calls in the middle of the night	02/26/08	Informed person that we cannot block calls	Wired
138283	02/21/08	Person received call from someone trying to perpetrate credit fraud	02/26/08	Informed person that we cannot reveal identity of caller. Suggested he contact authorities	Wired
138311	02/21/08	Received prank/harassing phone call and would like us to reveal caller	02/26/08	Informed person that we cannot reveal identity of caller	Wired
138328	02/21/08	Received prank/harassing phone call	02/26/08	Informed person that we cannot reveal the identity of the caller	Wired
138460	02/22/08	CA did not answer customer's questions	02/26/08	Apologized to customer; CA will be coached	Wireless
138497	02/22/08	CA did not handle the call properly	02/26/08	Apologized to customer; CA will be coached	Wired
138547	02/22/08	Received prank/harassing phone call and would like us to block his number	02/26/08	Informed person that we cannot block calls	Wired
138809	02/24/08	Customer selected IM style for text relay but when he uses the phonebook to dial it reverts to TTY style	02/28/08	Informed customer that we are looking into this issue and will follow up with him	Wired
138815	02/24/08	Customer is having problems setting up i711 VRS	02/28/08	Emailed instructions to customer on how to set up i711 VRS	VRS
138820	02/24/08	CA had a bad attitude when speakign to customer via VRS	02/28/08	Apologized to customer; CA will be coached	VRS
138834	02/24/08	Customer is getting an error code	02/28/08	Emailed instructions to customer as to how to connect from behind a firewall	Wired
138836	02/25/08	Customer is getting prompted to set up his APN settings on his Blackberry	02/28/08	Emailed info to customer on how to set APN	Wireless
138848	02/25/08	Received prank/harassing calls	02/25/08	Informed person that we will need a subpoena from the authorities to release any info we may have	Wired
138857	02/25/08	Received prank/harassing calls	02/25/08	Informed person that we cannot reveal the identity of caller	Wired
138918	02/25/08	CA did not relay customer's voicemails as per his instructions	02/29/08	Apologized to customer; CA will be coached	Wired
138920	02/25/08	Received prank harassing calls	02/29/08	Informed person that we will need a subpoena from the authorities to release any info we may have	Wired
138947	02/25/08	Received prank/harassing calls	02/28/08	Informed person that we cannot reveal the identity of caller	Wired
138948	02/25/08	Customer is having problems getting his calls via i711 Call Me	02/29/08	Requested more info from customer	AIM
138950	02/26/08	Customer is getting telemarketing calls and would like to block them	02/28/08	I informed the customer that we are not able to block calls	AIM
138992	02/26/08	FBI called to see what caller info we would have on i711 calls	02/26/08	Informed agent of the kind of info we may have available	Wired
138999	02/26/08	Customer is getting the out of US error but is in the US	02/28/08	Requested more info including if the person is connecting via a proxy	Wired

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139022	02/26/08	Customer is getting an error code	02/28/08	Emailed instructions to customer as to how to connect from behind a firewall	Wired
139026	02/26/08	CA did not handle the call properly	02/28/08	Apologized to customer; CA will be coached	Wired
139107	02/27/08	Received prank/harassing call	02/28/08	Informed person that we cannot reveal identity of caller	Wired
139130	02/27/08	i711 Wireless will not run	02/29/08	Advised customer to uninstall and reinstall i711 Wireless	Wireless
139135	02/27/08	Received prank/harassing call	02/27/08	Informed person that we will need a subpoena from the authorities to release any info we may have	Wired
139138	02/27/08	Received prank/harassing call	02/27/08	Informed person that we will need a subpoena from the authorities to release any info we may have	Wired
139155	02/27/08	Customer is getting an error when trying to make a text relay call	03/03/08	Requested more info from customer as to the exact error message	Wired
139164	02/27/08	screen freezes when customer tries to make a relay call	03/03/08	Requested more info from customer	Wired
139167	02/27/08	Customer's cannot see his own video	03/03/08	Emailed instructions on how to fix this	VRS
139197	02/28/08	Received prank/harassing calls and would like his number blocked	03/03/08	Informed person that we are not able to block calls to his number	Wired
139198	02/28/08	Received prank/harassing calls	02/28/08	Informed person that we will need a subpoena from the authorities to release any info we may have	Wired
139201	02/28/08	Customer is getting outside the US error when calling via AIM	03/03/08	Emailed customer asking if they are connecting via a proxy	AIM
139203	02/28/08	Received prank/harassing call	03/03/08	Informed person that we cannot reveal call	Wired
139206	02/28/08	Customer is getting outside the US error when calling via AIM	03/03/08	Emailed customer asking if they are connecting via a proxy	AIM
139217	02/28/08	CA did not relay the call properly	03/04/08	Apologized to customer; CA will be coached	Wired
139218	02/28/08	Received prank/harassing call and would like us to reveal caller	02/28/08	Informed person that we cannot reveal the identity of caller	Wired
139524	02/28/08	Received prank/harassing call	02/28/08	Informed person that we cannot reveal the identity of caller	Wired
140060	02/28/08	Received prank/harassing calls	03/03/08	Informed person that we cannot reveal the identity of caller	Wired
140403	02/29/08	Received prank/harassing call	03/03/08	Informed person that we cannot reveal the identity of caller	Wired
140474	02/29/08	Customer is having problems when making a VRS call	03/03/08	Emailed instructions to customer as to how to correct this problem	VRS
140479	02/29/08	Customer is getting an error code	03/03/08	Emailed instructions to customer as to how to connect from behind a firewall	Wired
140520	03/01/08	Customer is not able to see himself when setting up i711 VRS	03/03/08	Emailed instructions to customer on how to set up i711 VRS	VRS
140564	03/02/08	Customer is getting the outside the US error but is in the US	03/05/08	Emailed customer requesting more info and advised him not to connect to AIM via a proxy	AIM
140571	03/02/08	Received prank/harassing call	03/05/08	Informed person that we cannot reveal the identity of caller	Wired
140576	03/02/08	Received prank/harassing call	03/05/08	Informed person that we cannot block calls	Wired
140585	03/02/08	Person requested a transcript of the relay call he received	03/05/08	Informed person that we do not keep call transcripts	Wired
140637	03/03/08	CA did not follow customer's instructions	03/06/08	Apologized to customer; CA will be coached	Wireless
140730	03/03/08	Received prank/harassing calls	03/03/08	Customer opted not to file a police report. He will change his phone number instead	Wired
140770	03/04/08	Received prank/harassing calls	03/06/08	Informed person that we cannot reveal the identity of caller	Wired
140801	03/04/08	Customer was not able to connect to a CA	03/06/08	Emailed customer requesting more information	Wireless
140808	03/04/08	Received prank/harassing calls. Person requested a callback	03/04/08	Called person and got his voice. Left contact info so he can call back if necessary	Wired
140810	03/04/08	Received prank/harassing calls	03/04/08	Informed person that we cannot reveal the identity of caller	Wired
140813	03/04/08	Customer was on hold over 15 minutes for a CA	03/07/08	Apologized to customer for the inconvenience	Wired
140832	03/04/08	Police officer called regarding prank/harassing calls	03/04/08	Provided info on where to fax subpoena	Wired
140833	03/04/08	Customer cannot make a relay call from Canada	03/06/08	Emailed customer informing her that our service cannot be used from Canada	Wireless
140875	03/05/08	Customer is getting an error code	03/07/08	Emailed instructions to customer as to how to connect from behind a firewall	Wired
140878	03/05/08	Police officer called regarding a student receiving harassing calls	03/05/08	Provided info on where to fax subpoena	Wired
140883	03/05/08	Deputy left a voicemail regarding his wife receiving threatening calls	03/05/08	Called back deputy but the phone number he left was disconnected	Wired
140916	03/05/08	Received prank/harassing calls	03/05/08	Informed person that we cannot reveal the identity of caller. Customer will contact police	Wired

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140919	03/05/08	Received prank/harassing calls	03/05/08	Informed person that we cannot reveal the identity of caller	Wired
140922	03/05/08	Faxed subpoena regarding person receiving prank/harassing calls	03/06/08	Worked with the authorities on this issue	Wired
141873	03/05/08	Customer was not able to make a text relay call	03/07/08	Emailed customer requesting more info	Wireless
142654	03/06/08	Customer is having problems making relay calls	03/07/08	Emailed customer requesting more info	Wired
143556	03/06/08	Customer requested that we block calls to his Call Me number from specific phone numbers	03/07/08	Emailed customer informing him that we are not able to block the calls	AIM
143372	03/06/08	Webcam is not working properly	03/07/08	Emailed instructions on how to set up the webcam to work with i711 VRS	VRS
144469	03/07/08	Customer gets disconnected when he uses i711 Wireless to check his voicemails on the same device	03/12/08	Informed customer that he cannot use i711 Wireless while a voice call is in progress	Wireless
144537	03/08/08	Received prank/harassing calls	03/12/08	Informed customer that we cannot reveal identity of caller.	Wired
144612	03/08/08	Received prank/harassing calls	03/11/08	Returned police officer's call and left him a message indicating we will need a subpoena	Wired
144643	03/08/08	Received prank/harassing calls	03/12/08	Informed person that we cannot reveal the identity of caller	Wired
144644	03/08/08	Customer is getting an error code	03/11/08	Emailed instructions to customer as to how to connect from behind a firewall	Wired
144652	03/09/08	Received prank/harassing calls	03/12/08	Informed person that we cannot reveal the identity of caller	Wired
144626	03/09/08	Received prank/harassing calls	03/12/08	Informed person that we cannot reveal the identity of caller	Wired
144651	03/09/08	Received prank/harassing calls	03/12/08	Informed person that we cannot reveal the identity of caller	Wired
144669	03/10/08	Police officer called regarding person receiving prank/harassing calls	03/10/08	Called officer and informed him that we will need a subpoena for the call info	Wired
144762	03/09/08	Received prank/harassing calls	03/10/08	Informed person that we cannot reveal the identity of caller	Wired
144780	03/10/08	Received request from police officer for call info	03/10/08	Called police officer and informed him that we will need a subpoena for the call info	Wired
144969	03/11/08	Received prank/harassing calls. Wants his number blocked	03/14/08	Informed person that we cannot block calls	Wired
144983	03/11/08	Received prank/harassing calls	03/11/08	Informed person that we cannot reveal the identity of caller	Wired
145008	03/11/08	Received prank/harassing calls	03/14/08	Informed person that we cannot reveal the identity of caller	Wired
145066	03/12/08	Customer can see CA but CA cannot see the customer	03/14/08	Emailed instructions to customer as to how to fix this problem	Wired
145068	03/12/08	Customer believes the CA did not relay the call properly	03/12/08	After investigating further, it was determined that CA did relay the call properly	Wired
145087	03/12/08	Police officer called regarding someone receiving harrassing calls	03/12/08	Informed officer that we will need a subpoena before we can release any call info	Wired
145111	03/12/08	Customer is not able to answer live call via i711 Call Me	03/17/08	Emailed customer with instructions on how to validate his AIM username	Wired
145112	03/12/08	Customer was not able to make a call via i711 relay	03/12/08	Apologized for the inconvenience. Informed the customer that the service is working now	Wired
145158	03/12/08	Customer can't see his own video picture	03/20/08	Emailed customer with possible causes and solutions	VRS
145238	03/13/08	Received prank/harassing phone calls	03/13/08	Informed person that we will need a subpoena from her local authorities before we can release any info	Wired
145270	03/13/08	CA did not relay the call properly	03/17/08	Apologized to customer; CA will be coached	Wired
145275	03/13/08	Customer's AIM screen name was blocked	03/13/08	We are working to remove the block on the screen name	AIM
145382	03/13/08	Customer is getting an error code	03/17/08	Emailed instructions to customer as to how to connect from behind a firewall	Wired
145456	03/14/08	Person requested that her phone number be blocked	03/18/08	Informed person that we cannot block her phone number	Wired
145514	03/14/08	Received prank/harassing calls	03/14/08	Informed person that we will need a subpoena from her local authorities before we can release any info	Wired
145515	03/14/08	AIM screen name is blocked	03/20/08	We are working to remove the block on the screen name	AIM
145536	03/14/08	Received prank/harassing calls	03/20/08	Called person and left a voicemail asking her to call back	Wired
145541	03/14/08	Received prank/harassing calls	03/20/08	Called person and left a voicemail explaining relay and the need for a subpoena before we can release any call info	Wired
145550	03/15/08	Received prank/harassing calls	03/20/08	Called person but her callback number that she left in her meassage was not a valid phone number	Wired

Ticket	Date of Complaint	Nature Of Complaint	Date Of Resolution	Nature of Resolution	Call Type
145554	03/15/08	Received a call but doesn't know who called him	03/20/08	Called person but he said it was probably just a wrong number	Wired
145568	03/15/08	Received prank/harassing calls	03/20/08	Called and spoke to person about harassing calls. Explained the situation. She will be filing a police report.	Wired
145570	03/15/08	Customer is getting "outside the us" error while calling from US	03/21/08	Requested more information from customer so that we investigate further	Wireless
145572	03/15/08	Received a call but doesn't know who called him	03/21/08	Called person and explained relay and that we cannot reveal relay calls	Wired
145573	03/15/08	Customer was not able to set up his webcam for i711 VRS	03/20/08	Emailed customer with instructions on how to set up webcam	VRS
145576	03/15/08	Received prank/harassing calls	03/21/08	Called person and left a voicemail explaining relay and the need for a subpoena before we can release any call info	Wired
145578	03/15/08	Customer wanted to know identity of person who called her	03/21/08	Called person and informed her that we cannot reveal relay calls	Wired
145592	03/16/08	Received prank/harassing calls	03/21/08	Called person and left a voicemail explaining relay and the need for a subpoena before we can release any call info	Wired
145597	03/16/08	Received prank/harassing calls	03/21/08	Called person and left a voicemail explaining relay and the need for a subpoena before we can release any call info	Wired
145603	03/16/08	CA was too slow in typing and kept asking called party to repeat herself	03/21/08	Apologized to person; CA will be coached	Wired
145606	03/16/08	Received prank/harassing calls	03/21/08	I called person but the callback phne number she left in her message has been disconnected.	Wired
145625	03/14/08	Received subpoena for call info	03/20/08	we faxed the call info to the authorities	Wired
145648	03/17/08	Customer was not able to set up his webcam for i711 VRS	03/21/08	Emailed customer with instructions on how to set up webcam	VRS
145654	03/17/08	CA did not process the call properly	03/17/08	Apologized to customer; CA will be coached	Wired
145675	03/17/08	CA did not process the call properly	03/21/08	Apologized to customer; CA will be coached	Wired
145688	03/17/08	CA hung up on customer in the middle of the call	03/21/08	Apologized to customer; CA will be coached	Wired
145718	03/18/08	Customer is getting an error code	03/24/08	Emailed instructions to customer on how to connect from behind a firewall	Wired
145720	03/18/08	CA hung up on customer in the middle of the call	03/24/08	Apologized to customer; requested CA number so that CA can be coached	Wired
145730	03/18/08	Customer was not able to make a relay call via the website	03/24/08	Emailed customer with instructions on how to make call and other steps he can take to correct the problem	Wired
145875	03/19/08	Person called to report that she received prank/harassing calls	03/19/08	Called person and left a voicemail explaining relay and the need for a subpoena before we can release any call info	Wired
145878	03/19/08	CA did not process the call properly	03/25/08	Called customer and he said he already took care of this	Wired
145894	03/19/08	Received prank/harassing calls	03/27/08	Called person and left a voicemail explaining relay and the need for a subpoena before we can release any call info	Wired
145896	03/19/08	Received prank/harassing calls	04/10/08	Called person and left a voicemail explaining relay and the need for a subpoena before we can release any call info	Wired
145897	03/19/08	Received prank/harassing calls	03/19/08	Explained relay and the need for a subpoena before we can release any call info	Wired
145900	03/19/08	Received prank/harassing calls	03/19/08	Explained relay and the need for a subpoena before we can release any call info	Wired
145903	03/19/08	Received prank/harassing calls	03/19/08	Explained relay and the need for a subpoena before we can release any call info	Wired
145913	03/19/08	Customer was not able to set up his webcam for i711 VRS	03/31/08	Emailed customer with instructions on how to set up webcam	VRS
146254	03/19/08	Received prank/harassing calls	03/19/08	Explained relay and the need for a subpoena before we can release any call info	Wired
146874	03/19/08	Customer experienced long hold times for CA	03/26/08	Apologized to customer for the inconvenience	Wired
147528	03/19/08	Customer could not download i711 Wireless via his Blackberry	03/24/08	Emailed instructions to customer on how to download i711 Wireless	Wireless
148242	03/19/08	Customer's video is too slow with his existing webcam	03/25/08	Emailed customer on how to get a free webcam from i711	VRS
148284	03/20/08	Received prank/harassing calls	03/20/08	Explained relay and the need for a subpoena before we can release any call info	Wired
148287	03/20/08	Received prank/harassing calls	03/20/08	Explained relay and the need for a subpoena before we can release any call info	Wired

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148515	03/20/08	Received prank/harassing calls	03/20/08	Explained relay and the need for a subpoena before we can release any call info	Wired
148955	03/20/08	CA did not process the call properly	04/25/08	Apologized to customer; CA will be coached	Wired
149807	03/20/08	CA hung up on customer in the middle of the call	03/26/08	Apologized to customer; CA will be coached	Wired
150401	03/21/08	Received prank/harassing calls	03/21/08	Explained relay and the need for a subpoena before we can release any call info	Wired
150420	03/21/08	Received prank/harassing calls	03/21/08	Explained relay and the need for a subpoena before we can release any call info	Wired
150422	03/21/08	Customer got error after upgrading to newer version of i711 Wireless	04/01/08	Emailed instructions to customer on how to delete and re-install i711 Wireless	Wireless
150434	03/21/08	Received prank/harassing calls	03/21/08	Explained relay and the need for a subpoena before we can release any call info	Wired
150439	03/21/08	Received prank/harassing calls	03/21/08	Explained relay and the need for a subpoena before we can release any call info	Wired
150445	03/21/08	Received prank/harassing calls	03/21/08	Explained relay and the need for a subpoena before we can release any call info	Wired
150446	03/21/08	Received prank/harassing calls	03/21/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151005	03/22/08	Received prank/harassing calls	03/31/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151014	03/22/08	Received prank/harassing calls	03/31/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151041	03/22/08	Received prank/harassing calls	03/25/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151049	03/22/08	Received prank/harassing calls	03/25/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151065	03/23/08	Received prank/harassing calls	03/27/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151081	03/23/08	Received prank/harassing calls	03/27/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151098	03/24/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151099	03/24/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151119	03/24/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151134	03/22/08	Received prank/harassing calls	03/24/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151142	03/24/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151144	03/24/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151149	03/24/08	Received prank/harassing calls	03/24/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151153	03/24/08	Received prank/harassing calls	03/24/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151174	03/24/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151180	03/24/08	Customer was not able to set up his webcam for i711 VRS	04/01/08	Emailed customer with instructions on how to set up webcam	VRS
151202	03/25/08	Customer could not make a relay call via AIM	04/01/08	Emailed customer requesting more info	AIM

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151210	03/25/08	Received prank/harassing calls	03/25/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151222	04/01/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151226	03/25/08	Customer experienced long hold times for CA	03/26/08	Apologized to customer for the inconvenience	VRS
151231	03/25/08	FBI faxed a subpoena for the call info	03/28/08	We provided the call info to the FBI	Wired
151307	03/26/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
151312	03/26/08	Customer is not able to get calls via i711 Call Me	04/01/08	Emailed customer with information as to how to confirm her AIM screen name	AIM
153097	03/26/08	Customer is not able to get calls via i711 Call Me	04/01/08	Emailed customer with information as to how to confirm her AIM screen name	AIM
153107	03/27/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
153138	03/27/08	Received prank/harassing calls	03/27/08	Explained relay and the need for a subpoena before we can release any call info	Wired
153149	03/27/08	Received prank/harassing calls	03/27/08	Explained relay and the need for a subpoena before we can release any call info	Wired
153332	03/27/08	Received prank/harassing calls	03/27/08	Explained relay and the need for a subpoena before we can release any call info	Wired
153516	03/27/08	Customer is not able to get calls via i711 Call Me	04/02/08	Emailed customer with information as to how to confirm her AIM screen name	AIM
154848	03/27/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
154905	03/27/08	Customer was not able to set up his webcam for i711 VRS	04/02/08	Emailed customer with instructions on how to set up webcam	VRS
154922	03/27/08	Police officer requested information on serving us with a subpoena	04/01/08	Emailed police officer with the information he requested	Wired
155018	03/28/08	Received prank/harassing calls	03/28/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155169	03/28/08	Customer got disconnected in the middle of the call	04/02/08	Apologized to customer; requested the CA number so the CA can be coached	Wired
155366	03/28/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155386	03/29/08	Customer cannot receive calls via i711 Call Me	04/02/08	Emailed with instructions on how to validate the AIM screen name	AIM
155388	03/29/08	Received prank/harassing calls	03/29/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155408	03/29/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155424	03/29/08	i711 Wireless will not run	04/02/08	Emailed customer asking to uninstall and re-install i711 Wireless	Wireless
155445	03/30/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155449	03/30/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155463	03/30/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155484	03/30/08	Customer was not able to set up his webcam for i711 VRS	04/03/08	Emailed customer with instructions on how to set up webcam	VRS
155488	03/30/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155491	03/31/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired

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155492	03/31/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155493	03/31/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155495	03/31/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155496	03/31/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155505	03/31/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155523	03/31/08	Received prank/harassing calls	03/31/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155531	03/31/08	CA's heavy accent made it difficult for the hearing person to understand the CA	03/31/08	Apologized to customer; CA will be spoken to	VRS
155547	03/31/08	Received prank/harassing calls	03/31/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155689	04/01/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155708	04/01/08	Received prank/harassing calls	04/04/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155720	04/01/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155727	04/01/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155730	04/01/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155738	04/01/08	Received prank/harassing calls	04/04/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155751	04/01/08	Received prank/harassing calls	04/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155758	04/02/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155769	04/02/08	CA was rude to the person the customer was calling and typed too slowly	04/04/08	Apologized to customer; CA will be coached	Wired
155828	04/02/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155831	04/02/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155846	04/02/08	Received prank/harassing calls	04/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155849	04/02/08	Customer is getting an error code	04/04/08	We emailed instructions to the customer on how to connect from behind a firewall	Wired
155874	04/03/08	Customer was not able to set up his webcam for i711 VRS	04/04/08	Emailed customer with instructions on how to set up webcam	VRS
155890	04/03/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155914	04/03/08	Customer was not able to set up his webcam for i711 VRS	04/04/08	Emailed customer with instructions on how to set up webcam	VRS
155922	04/03/08	Received prank/harassing calls	04/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired
155957	04/04/08	Received prank/harassing calls	04/07/08	Explained relay and the need for a subpoena before we can release any call info	Wired

Ticket	Date of Complaint	Nature Of Complaint	Date Of Resolution	Nature of Resolution	Call Type
155968	04/04/08	Customer is not able to get calls via i711 Call Me	04/10/08	Emailed customer requesting more informing so that we can investigate further	AIM
156202	04/04/08	Received prank/harassing calls	04/07/08	Explained relay and the need for a subpoena before we can release any call info	Wired
157920	04/04/08	Police officer submitted subpoena for call info	04/10/08	Subpoeana was forwarded for processing	Wired
160760	04/06/08	Received prank/harassing calls	04/08/08	Explained relay and the need for a subpoena before we can release any call info	Wired
160797	04/06/08	CA was not able to connect to the number the customer requested	04/14/08	Emailed the customer requesting more information so that we can investigate further	Wired
160815	04/06/08	Received prank/harassing calls	04/09/08	Explained relay and the need for a subpoena before we can release any call info	Wired
160849	04/07/08	Received prank/harassing calls	04/09/08	Explained relay and the need for a subpoena before we can release any call info	Wired
160859	04/07/08	Customer is getting an error code	04/09/08	We emailed instructions to the customer on how to connect from behind a firewall	Wired
160897	04/08/08	person submitted subpoena for call info	04/08/08	Subpoeana was forwarded for processing	Wired
160900	04/07/08	Customer is getting the out of US error but is in US calling to US number	04/10/08	Emailed the customer requesting more information so that we can investigate further	AIM
160907	04/07/08	Received prank/harassing calls	04/07/08	Explained relay and the need for a subpoena before we can release any call info	Wired
160934	04/08/08	Customer requested that we delete his i711 Call Me account as he was not able to take live calls	04/11/08	As per customer request, his account was deleted	AIM
160975	04/08/08	Person submitted subpoena for call info	04/10/08	Subpoena was forwarded for processing	Wired
160976	04/08/08	CA did not process the call properly	04/25/08	Apologized to customer; CA will be coached	Wired
161003	04/08/08	Customer is getting an error code	04/08/08	We emailed instructions to the customer on how to connect from behind a firewall	Wired
161110	04/08/08	CA typed too slowly and kept asking the hearing person to repeat herself	04/14/08	Apologized to customer; CA will be coached	Wired
161127	04/08/08	Customer was not able to use i711 via AIM	04/16/08	Emailed customer requesting more information so that we can investigate further	AIM
161135	04/08/08	CA typed too slowly	04/16/08	Apologized to customer; Ca will be coached	Wired
161146	04/09/08	Getting out of US error when using i711 via AIM	04/16/08	Emailed customer requesting more info so that we may investigate further	AIM
161152	04/09/08	Received prank/harassing calls	04/16/08	Explained relay and the need for a subpoena before we can release any call info	Wired
161168	04/09/08	Customer is getting calls from unknown numbers	04/16/08	Emailed the custome and explained that we cannot block incoming calls to his Call Me number	Call Me
165738	04/10/08	Received prank/harassing calls	04/10/08	Explained relay and the need for a subpoena before we can release any call info	Wired
166042	04/10/08	Received prank/harassing calls	04/16/08	Explained relay and the need for a subpoena before we can release any call info	Wired
166674	04/10/08	Received prank/harassing calls	04/14/08	Explained relay and the need for a subpoena before we can release any call info	Wired
166729	04/10/08	Received prank/harassing calls	04/17/08	Explained relay and the need for a subpoena before we can release any call info	Wired
166737	04/10/08	Received prank/harassing calls	04/17/08	Explained relay and the need for a subpoena before we can release any call info	Wired
166797	04/11/08	Received prank/harassing calls	04/11/08	Explained relay and the need for a subpoena before we can release any call info	Wired
166819	04/11/08	Received prank/harassing calls	04/11/08	Explained relay and the need for a subpoena before we can release any call info	Wired

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166824	04/11/08	Person submitted subpoena for call info	04/17/08	Subpoena was forwarded for processing	Wired
166832	04/11/08	Received prank/harassing calls	04/11/08	Explained relay and the need for a subpoena before we can release any call info	Wired
168155	04/11/08	Received prank/harassing calls	04/17/08	Explained relay and the need for a subpoena before we can release any call info	Wired
168807	04/11/08	Received prank/harassing calls	04/17/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169235	04/11/08	Received prank/harassing calls	04/17/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169328	04/13/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169332	04/13/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169337	04/13/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169350	04/13/08	Received prank/harassing calls	04/21/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169366	04/14/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169376	04/14/08	Customer was not able to set up his webcam for i711 VRS	04/18/08	Emailed customer with instructions on how to set up webcam	VRS
169380	04/14/08	Customer is getting the out of US error but is in US calling to US number	04/22/08	Emailed the customer requesting more information so that we can investigate further	AIM
169402	04/14/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169407	04/14/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169411	04/14/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169418	04/14/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169453	04/14/08	Customer was not able to set up his webcam for i711 VRS	04/21/08	Emailed customer with instructions on how to set up webcam	VRS
169464	04/14/08	CA was rude to called party	04/21/08	Apologized to person; CA will be coached	Wired
169470	04/14/08	Customer was not able to set up i711 Wireless on his Blackberry	04/22/08	Emailed customer with instructions on setting up i711 Wireless on his Blackberry	Wireless
169507	04/15/08	Customer reported that her i711 Call Me number is not active	04/21/08	Called customer's Call Me number and was able to have a live conversation with her	AIM
169521	04/15/08	Received prank/harassing calls	04/15/08	Explained relay and the need for a subpoena before we can release any call info	Wired
169610	04/16/08	Customer video freezes occasionally	04/21/08	Emailed customer with possible causes and solutions	VRS
173272	04/18/08	Customer is getting "outside the US" error although she is calling from the US to a US number	04/22/08	Emailed customer requesting more information so that we can investigate further	Wired
173620	04/18/08	Received prank/harassing calls	04/22/08	Explained relay and the need for a subpoena before we can release any call info	Wired
173919	04/18/08	Received prank/harassing calls	04/18/08	Explained relay and the need for a subpoena before we can release any call info	Wired
173978	04/18/08	Customer got an an error code when trying to connect to i711 VRS	04/23/08	We emailed instructions to the customer on how to connect from behind a firewall	Wired
174131	04/19/08	Received prank/harassing calls	04/23/08	Explained relay and the need for a subpoena before we can release any call info	Wired

Ticket	Date of Complaint	Nature Of Complaint	Date Of Resolution	Nature of Resolution	Call Type
174755	04/20/08	Received prank/harassing calls	04/24/08	Explained relay and the need for a subpoena before we can release any call info	Wired
174758	04/21/08	Customer was not able to make a relay call via AIM	04/23/08	Emailed customer requesting more information so that we can investigate further	AIM
174790	04/21/08	Customer called to report that i711 Call Me is not working	04/21/08	Explained how to confirm his AIM screen name	AIM
174807	04/21/08	Received prank/harassing calls	04/23/08	Explained relay and the need for a subpoena before we can release any call info	Wired
174879	04/22/08	Received prank/harassing calls	04/22/08	Explained relay and the need for a subpoena before we can release any call info	Wired
174906	04/22/08	Person asked for identify of person who called her via i711	04/23/08	Informed person that we cannot reveal relay calls	Wired
174910	04/22/08	Person asked for identify of person who called him via i711	04/23/08	Informed person that we cannot reveal relay calls	Wired
174917	04/22/08	Customer was not able to set up his webcam for i711 VRS	04/24/08	Emailed customer with instructions on how to set up webcam	VRS
174949	04/23/08	Customer is getting "outside the US" error although she is calling from the US to a US number	04/24/08	Emailed customer requesting more information so that we can investigate further	Wired
175769	04/23/08	Received prank/harassing calls	04/24/08	Explained relay and the need for a subpoena before we can release any call info	Wired
179171	04/24/08	Received prank/harassing calls	04/24/08	Explained relay and the need for a subpoena before we can release any call info	Wired
179175	04/24/08	Received prank/harassing calls	04/24/08	Explained relay and the need for a subpoena before we can release any call info	Wired
179211	04/24/08	Customer was placed on hold twice for operator switch	04/24/08	Apologized to customer for the inconvenience	VRS
179257	04/24/08	Customer was disconnected several times when trying to make a call	04/25/08	Apologized to customer; CA will be coached	Wireless
179298	04/25/08	Customer could not confirm account	04/25/08	Emailed customer informing him that we have confirmed his account	Wired
179339	04/25/08	Received prank/harassing calls	04/25/08	Explained relay and the need for a subpoena before we can release any call info	Wired
179342	04/25/08	Received prank/harassing calls	04/25/08	Explained relay and the need for a subpoena before we can release any call info	Wired
179374	04/25/08	Customer is getting missed call emails but there is no message although her callers say they left a message	04/25/08	Emailed the customer requesting more information so that we can investigate further	Call Me
179384	04/25/08	The company customer called was hesitant to assist her as she was calling them via relay	04/25/08	Suggested that she address this issue with the company she called via relay	Wired
179815	04/25/08	Received prank/harassing calls	04/28/08	Explained relay and the need for a subpoena before we can release any call info	Wired
179865	04/25/08	Received prank/harassing calls	04/25/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180013	04/25/08	Person faxed subpoena for call info	04/28/08	Forwarded subpoena for processing	Wired
180014	04/25/08	Received prank/harassing calls	04/28/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180081	04/26/08	Received prank/harassing calls	04/28/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180097	04/26/08	Received prank/harassing calls	04/28/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180120	04/27/08	Received prank/harassing calls	04/28/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180129	04/27/08	Customer is getting missed call emails but no message	04/28/08	Explained to customer that he must scroll all the way down to see the message and sent him a test message	Call Me
180147	04/28/08	Customer got a call but caller hung up shortly after she answered	04/28/08	Emailed customer requesting more info so that we may investigate further	Call Me
180162	04/28/08	CA did not process the call properly	04/28/08	Apologized to customer; CA will be coached	Wireless

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180163	04/28/08	Received prank/harassing calls	04/28/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180186	04/28/08	Hearing person complained that the CA typed too slow	04/29/08	Apologized to customer; CA will be coached	Wired
180215	04/29/08	Received prank/harassing calls	04/29/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180216	04/29/08	Received prank/harassing calls	04/29/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180217	04/29/08	Received prank/harassing calls	04/29/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180220	04/29/08	person submitted subpoena for call info	04/29/08	Forwarded subpoena for processing	Wired
180257	04/29/08	Received prank/harassing calls	04/30/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180259	04/29/08	Received prank/harassing calls	04/30/08	Called person to Explain relay and the need for a subpoena before we can release any call info but person was not available	Wired
180261	04/29/08	Customer got disconnected in the middle of the call	04/30/08	Apologized to customer; CA will be coached	Wired
180265	04/30/08	Received prank/harassing calls	04/30/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180285	04/30/08	Received prank/harassing calls	04/30/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180292	04/30/08	Received prank/harassing calls	04/30/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180294	04/30/08	Person received relay call and thought she would be charged	04/30/08	Called person and left voicemail explaining relay	Wired
180298	04/30/08	person faxed subpoena for call info	04/30/08	Forwarded subpoena for processing	Wired
180304	04/30/08	Received prank/harassing calls	04/30/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180317	04/30/08	Customer was not able to set up his webcam for i711 VRS	04/30/08	Emailed customer with instructions on how to set up webcam	VRS
180320	04/30/08	Customer got a missed call email but the caller's number was not correct	04/30/08	Apologized to customer and asked him to note the CA number should this happen again	Call Me
180329	04/30/08	Received prank/harassing calls	04/30/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180332	04/30/08	CA did not process the call properly	05/01/08	Apologized to customer; CA will be coached	Wired
180345	04/30/08	Customer is getting calls from unknown numbers	05/01/08	Apologized to customer for the inconvenience but we cannot keep people from calling her Call Me number	Call Me
180380	05/01/08	Person suspects that someone is placing a scam ad via i711 relay	05/01/08	Suggest that she contact the authorities to report her suspicion	Wired
180392	05/01/08	CA did not process the call properly	05/01/08	Apologized to customer; CA will be coached	Wired
180398	05/01/08	Customer was not able to set up his webcam for i711 VRS	05/01/08	Emailed customer with instructions on how to set up webcam	VRS
180399	05/01/08	Customer was not able to set up his webcam for i711 VRS	05/01/08	Emailed customer with instructions on how to set up webcam	VRS
180401	05/01/08	Received prank/harassing calls	05/01/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180403	05/01/08	Customer reported getting disconnected	05/01/08	Emailed customer requesting more information so that we can investigate further	Wireless
180411	05/01/08	Customer reported problems registering for i711	05/01/08	Emailed customer requesting more information so that we can investigate further	Wireless
180446	05/02/08	Customer was not able to set up his webcam for i711 VRS	05/02/08	Went through the process with customer and the webcam did not work. Customer will call us for further troubleshooting	VRS
180464	05/02/08	Received prank/harassing calls	05/02/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180512	05/03/08	Received prank/harassing calls	05/03/08	Explained relay and the need for a subpoena before we can release any call info	Wired

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180593	05/04/08	Received prank/harassing calls	05/05/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180614	05/05/08	Person suspects that someone is placing a scam ad via i711 relay	05/05/08	Suggest that she contact the authorities to report her suspicion	Wired
180626	05/05/08	Customer is getting calls from unknown numbers	05/05/08	Apologized to customer for the inconvenience but we cannot keep people from calling her Call Me number	Call Me
180652	05/05/08	Customer reported that she is being harassed by a collections agency	05/06/08	Informed person that we cannot block calls	Wired
180662	05/05/08	Customer reported that his Call Me number is not in service	05/06/08	Informed customer that his Call Me number has been activated	Call Me
180663	05/05/08	Received prank/harassing calls	05/06/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180666	05/05/08	Customer is getting missed call messages days later	05/06/08	Sent customer a test message and asked customer to let us know if she got it	Call Me
180667	05/05/08	Customer was not able to set up his webcam for i711 VRS	05/06/08	Emailed customer with instructions on how to set up webcam	VRS
180716	05/06/08	Received prank/harassing calls	05/06/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180719	05/06/08	Received prank/harassing calls	05/06/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180760	05/07/08	Received a bomb threat. Call was made to a high school	05/07/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180771	05/07/08	CA did not process the call properly	05/07/08	Apologized to customer; CA will be coached	Wired
180773	05/07/08	Customer was not able to set up his webcam for i711 VRS	05/07/08	Emailed customer with instructions on how to set up webcam	VRS
180774	05/07/08	Received prank/harassing calls	05/07/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180777	05/07/08	CA did not process the call properly	05/07/08	Apologized to customer; CA will be coached	Wired
180779	05/07/08	Received calls believed to be of fraudulent nature	05/07/08	Advised customer to contact the authorities regarding her suspicions	Wired
180839	05/08/08	After switching to a new webcam, interpreter video window is smaller and has a black border	05/08/08	Requested that customer call the webcam support voice number so we can troubleshoot this live with him	VRS
180882	05/09/08	Customer got an an error code when trying to connect to make a relay call via i711.com	05/09/08	We emailed instructions to the customer on how to connect from behind a firewall	Wired
180892	05/09/08	Customer got an an error code when trying to connect to make a relay call via i711.com	05/09/08	We emailed instructions to the customer on how to connect from behind a firewall	Wired
180894	05/09/08	Received prank/harassing calls	05/09/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180906	05/09/08	Received prank/harassing calls	05/09/08	Explained relay and the need for a subpoena before we can release any call info	Wired
180951	05/11/08	Person requested we block her number	05/12/08	Informed person that we cannot block calls	Wired
180956	05/11/08	Customer waited on hold for a long time and could not get a CA	05/12/08	Apologized to customer for the inconvenience	Wired
180957	05/11/08	CA did not process the call properly	05/12/08	Apologized to customer and requested the CA number so CA can be coached	Wireless
180964	05/11/08	Received prank/harassing calls	05/12/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181001	05/12/08	Person faxed subpoena for call info	05/12/08	Forwarded subpoena for processing	Wired
181008	05/12/08	CA did not process the call properly	05/12/08	Apologized to customer and requested the CA number so CA can be coached	Wired
181038	05/13/08	Customer is receiving unwanted calls of a fraudulent nature and requested that we block calls from this party	05/13/08	Informed customer that we cannot block calls and suggested contacting the local authorities if she suspects fraud	Call Me
181039	05/13/08	Received prank/harassing calls	05/13/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181048	05/13/08	Customer was not able to set up his webcam for i711 VRS	05/13/08	Emailed customer with instructions on how to set up webcam	VRS

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181051	05/13/08	Customer is getting unwanted calls from numbers he does not recognize	05/13/08	Informed customer that we cannot block numbers	Call Me
181086	05/14/08	Received prank/harassing calls	05/14/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181091	05/14/08	Customer was not able to set up i711 Wireless on his Blackberry	05/14/08	Provided instructions to customer on how to set it up properly and the problem was resolved	Wireless
181100	05/14/08	Received prank/harassing calls	05/14/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181154	05/15/08	Customer is no longer able to make relay calls via i711 Wireless	05/15/08	Did troubleshooting with customer with no success so issue was escalated	Wireless
181160	05/15/08	The call window is not opening when customer tries to make a call via the i711.com website	05/15/08	I suggested that the customer download the latest version of Internet Explorer as customer may be using a version of the AOL browser that is not compatible with i711	Wired
181161	05/15/08	Customer is having problems using i711 via AIM on her Sidekick LX	05/15/08	Requested more information from the customer as to the problem she experienced	Wireless
181189	05/15/08	CA did not handle the call properly	05/16/08	Apologized to customer; CA will be coached	Wired
181194	05/15/08	Customer go an error when he installed and tried to make a call via i711 Wireless on his Blackberry	05/16/08	Suggested upgrading the Blackberry OS	Wireless
181195	05/15/08	Customer was not able to make a VCO call	05/16/08	Emailed customer with instructions on how to make a VCO call	Wired
181202	05/16/08	Received prank/harassing calls and would like his number blocked	05/16/08	Explained that we cannot block calls to his number	Wired
181227	05/16/08	Received prank/harassing calls	05/16/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181230	05/16/08	Received prank/harassing calls	05/16/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181265	05/17/08	CA did not process the call properly and was rude	05/19/08	Apologized to customer; CA will be coached	Wired
181276	05/17/08	Customer requested not to receive emails and is still getting them	05/17/08	Unsubscribed customer as per his request	Wired
181287	05/17/08	Received prank/harassing calls	05/19/08	Called customer and explained relay and the need for a subpoena before we can release any call info	Wired
181299	05/18/08	Received prank/harassing calls	05/19/08	Called customer and explained relay and the need for a subpoena before we can release any call info	Wired
181318	05/18/08	Customer was not able to set up his webcam for i711 VRS	05/19/08	Emailed customer with instructions on how to set up webcam	VRS
181346	05/19/08	Customer was not able to set up his webcam for i711 VRS	05/19/08	Emailed customer with instructions on how to set up webcam	VRS
181362	05/19/08	Received prank/harassing calls	05/19/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181367	05/19/08	Received call believed to be of fraudulent nature	05/19/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181381	05/19/08	CA did not process the call properly	05/19/08	Apologized to customer; CA will be coached	Wireless
181407	05/20/08	Police officer faxed a subpoena requesting call information	05/20/08	Forwarded subpoena for processing	Wired
181411	05/20/08	Attorney General mailed a complaint regarding calls involving fraud	05/20/08	Faxed the complaint to the Customer Support manager so that he could adress it with the attorney general	Wired
181435	05/20/08	Customer experienced delays with his incoming calls	05/21/08	Apologized to customer for the inconvenience	Wireless
181436	05/20/08	Received prank/harassing calls	05/21/08	Called customer and explained relay and the need for a subpoena before we can release any call info	Wired
181437	05/20/08	Customer was not able to make a call via i711 relay	05/21/08	Requested more info from customer in order to assist customer further	Wired
181441	05/21/08	Customer was not able to make a call via i711 relay	05/21/08	Requested more info from customer in order to assist customer further	Wired
181458	05/21/08	State attorney's office faxed a subpoena	05/21/08	Forwarded subpoena for processing	Wired
181462	05/21/08	Received prank/harassing calls	05/21/08	Called customer and explained relay and the need for a subpoena before we can release any call info	Wired
181471	05/21/08	Customer is getting marketing calls via the Call Me service which he would like to block	05/22/08	Informed customer that we cannot block calls	Call Me
181472	05/21/08	CA did not process the call properly as per customer	05/22/08	Apologized to customer; requested CA number so that CA can be coached	Wired

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181499	05/22/08	Customer is getting marketing calls via the Call Me service which he would like to block	05/22/08	Informed customer that we cannot block calls	Call Me
181504	05/22/08	CA did not process the call properly	05/22/08	Apologized to customer; requested CA number so that CA can be coached	Wired
181516	05/22/08	Received prank/harassing calls and would like her number blocked	05/22/08	Explained that we cannot block calls to her number	Wired
181532	05/22/08	CA did not process call properly as per customer	05/23/08	Apologized to customer; requested CA number so that CA can be coached	Wired
181551	05/23/08	Customer was not able to set up his webcam for i711 VRS	05/23/08	Emailed customer with instructions on how to set up webcam	VRS
181562	05/23/08	Customer is getting the "outside the US" error	05/23/08	Emailed customer requesting more information so that we can investigate further	AIM
181582	05/23/08	CA was slow and CA was switched in the middle of the call	05/23/08	Apologized to customer; requested CA number so that CA can be coached	Wired
181598	05/23/08	Customer requested that his account be cancelled due to receiving too many marketing calls	05/27/08	Account was cancelled as per customer request	Call Me
181655	05/25/08	CA did not type accurately and typed too slowly	05/27/08	Apologized to customer; CA will be coached	Wired
181660	05/25/08	Customer is getting unwanted calls from a number he does not recognize and would like us to block this number from calling him	05/27/08	Informed person that we cannot block numbers	Call Me
181699	05/27/08	Customer was not able to set up his webcam for i711 VRS	05/27/08	Emailed customer with instructions on how to set up webcam	VRS
181711	05/27/08	Received prank/harassing calls	05/27/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181718	05/27/08	Person asked to have his phone number blocked from receiving i711 relay calls	05/28/08	Informed person that we cannot block numbers	Wired
181721	05/28/08	Received prank/harassing calls	05/28/08	Person did not leave any contact/callback info in message so it was not possible to follow up on this	Wired
181745	05/28/08	Customer was not able to set up his webcam for i711 VRS	05/28/08	Emailed customer with instructions on how to set up webcam	VRS
181746	05/28/08	Customer was not able to set up his webcam for i711 VRS	05/28/08	Emailed customer with instructions on how to set up webcam	VRS
181783	05/29/08	CA hung up on customer in the middle of the call	05/29/08	Apologized to customer; CA will be coached	AIM
181793	05/29/08	Customer is getting an error code	05/29/08	Emailed instructions to customer on how to connect from behind a firewall	Wired
181794	05/29/08	When customer tries to make a call via i711.com, IE crashes	05/29/08	Emailed the customer with possible causes and solutions	Wired
181797	05/29/08	Received prank/harassing calls	05/29/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181801	05/29/08	Received prank/harassing calls	05/30/08	Explained relay and the need for a subpoena before we can release any call info	Wired
181804	05/29/08	Person is getting unwanted call and wants to block them	05/30/08	Informed person that we cannot block numbers	Wired
181882	05/31/08	Customer experienced a long hold time for CA	06/02/08	Apologized to customer for the inconvenience	Wireless