



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

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DIRECTOR

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ALESSANDRA CARREON
COMMISSIONER

June 17, 2024

Via Electronic Submission

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
45 L Street NE
Washington, DC 20554

RE: ***TRS Consumer Complaint Log Summaries for June 1, 2023, through May 31, 2024,
CG DOCKET NO. 03-123***

Dear Ms. Dortch,

The Michigan Public Service Commission (MPSC) respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1006 12th Street, Aurora, NE 68818, is under contract to provide Telecommunications Relay Service in Michigan.

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

Hamilton processes any complaint which originates via a toll-free telephone number, e-mail, website, in person, in writing or via Live Chat. Hamilton strives to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

If you have questions, please do not hesitate to contact me at (517) 284-8190.

Sincerely,

Ryan McAnany, Director
Telecommunications Division
Michigan Public Service Commission

Michigan 2023-2024 FCC CTS Complaint Report - Hamilton Relay
June 2023 - May 2024

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1331599	6/20/23 6:25 PM	CapTel	Service	N/A	Customer reported the calls are cutting in and out on the CapTel 840 in analog mode.	CSR apologized and provided details to engineering. Investigation revealed that a technical issue with an external carrier was causing disruptions in audio and captions. Engineering later confirmed that the technical issue was resolved with an adjustment by the external carrier. CSR confirmed that the customer's calls were functioning properly after this adjustment.	6/26/23 7:39 PM	Over 48 hours	CCF
1331626	6/20/23 9:18 PM	CapTel	Service	N/A	Customer reported that audio is dropping on calls made on the CapTel 840 in 1-Line Mode.	CSR apologized and provided details to engineering. Investigation revealed that a technical issue with an external carrier was causing disruptions in audio and captions. Engineering later confirmed that the technical issue was resolved with an adjustment by the external carrier. CSR confirmed that the customer's calls were functioning properly after this adjustment.	6/24/23 7:39 PM	Over 48 hours	BVK
1331954	6/22/23 1:06 PM	CapTel	Service	N/A	Customer reported that the outgoing audio is breaking up while speaking on the CapTel 840 in 1-Line mode.	CSR apologized and provided details to engineering. Investigation revealed that a technical issue with an external carrier was causing disruptions in audio and captions. Engineering later confirmed that the technical issue was resolved with an adjustment by the external carrier. CSR confirmed that the customer's calls were functioning properly after this adjustment.	6/24/23 10:15 AM	Within 48 Hours	CVF
The incidents below reflect activity that Hamilton Relay/CapTel is aware of that is not in violation of FCC Mandatory Minimum standards. -- Recommended Analog to Digital Transition									
1330623	6/15/23 4:01 PM	CapTel	Setup	N/A	Customer's assistant reported being unable to call out with captions on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic telephone service use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	6/15/23 4:09 PM	Within 24 Hours	ZB
1335910	7/13/23 5:53 PM	CapTel	Setup	N/A	Customer reported audio issues on the CapTel.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	7/13/23 6:04 PM	Within 24 Hours	CCF
1365812	12/01/2023 08:20am	CapTel	Setup	N/A	Customer reported difficulty dialing out on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to utilize the CapTel 840 using wireless home telephone service. CSR advised customer that the CapTel 840 is not designed for wireless home use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	12/01/2023 08:29am	Within 24 Hours	RL
1369624	12/19/2023 08:21am	Phone	Setup	N/A	Customer's daughter reported difficulty making and receiving calls on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel [Model] is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	12/19/2023 08:35am	Within 24 Hours	RL
1369818	12/19/2023 06:46pm	CapTel	Setup	N/A	Customer reported difficulties with the audio on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP, telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions. As CSR's repeated attempts to follow up with the customer were unsuccessful, CSR sent a letter reiterating previous advice given and offering additional help to resolve their experience.	12/27/2023 12:20pm	Over 48 hours	CCF
1376915	01/26/2024 10:54am	Phone	Setup	N/A	Customer's step-daughter reported audio cutting out on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer's step-daughter that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/26/2024 11:21am	Within 24 Hours	PZ
1378174	02/01/2024 12:29pm	Phone	Setup	N/A	Customer reported being unable to make outbound calls with captions on the CapTel 840 PLUSSP in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using Cellular telephone service. CSR advised customer that the CapTel 840 PLUSSP in Analog Mode is not designed for Cellular telephone service use and recommended switching the CapTel to IP Mode.	02/01/2024 12:40pm	Within 24 Hours	CE

Michigan 2023-2024 FCC CTS Complaint Report - Hamilton Relay
June 2023 - May 2024

1378434	02/02/2024 02:42pm	CapTel	Setup	N/A	Customer reported a difficulty connecting to the Captioning Service with the CapTel 840 in 1-Line Mode.	CSR's troubleshooting revealed the customer's telephone network isn't supporting the CapTel phone's data connection. CSR explained how the quality of the phone line or phone network can affect the performance of the CapTel phone and recommended obtaining an internet model CapTel that would use the internet to support the captions.	02/03/2024 07:01pm	Within 48 Hours	JMB
1395278	04/27/2024 11:15am	CapTel	Setup	N/A	Customer's daughter reported that the CapTel 840 PLUSSP in Analog Mode was not connecting with captions.	CSR's investigation revealed that customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer's son-in-law that the CapTel 840 PLUSSP in Analog Mode is not designed for fiber optic use and recommended switching the CapTel to IP Mode.	04/27/2024 11:28am	Within 24 Hours	EDS
1395928	05/01/2024 08:16am	Phone	Setup	N/A	Customer's assistant reported difficulties with captioned calls on the CapTel 840 PLUSSP in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 PLUSSP in Analog Mode is not designed for fiber optic use and recommended switching the CapTel to IP Mode.	05/01/2024 09:28am	Within 24 Hours	BP
1401422	05/31/2024 11:11am	CapTel	Setup	N/A	CSR noted audio cutting out on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using home wireless telephone service. CSR advised customer that the CapTel 840 is not designed for home wireless use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/31/2024 11:37am	Within 24 Hours	PZ

Michigan Relay 2023-2024 FCC TRS Complaint Report

June 2023 - May 2024

Reference Number	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
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The incidents below reflect activity that Michigan Relay is aware of that is outside of its scope of service.

0000352051	6/29/2023 9:25	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Consumers Energy from the numbers provided on their billing statement.	6/29/2023 9:25	Customer Care explained Relay. Customer understood.
0000352225	6/30/2023 8:39	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach GTSE from the numbers provided on their billing statement.	6/30/2023 8:39	Customer Care explained Relay. Customer understood.
0000356429	8/2/2023 13:30	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach P.A.C.E from the numbers provided on their billing statement.	8/2/2023 13:30	Customer Care explained Relay. Customer understood.
0000356875	8/7/2023 9:19	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Frontier from the numbers provided on the phone book.	8/7/2023 9:22	Customer Care explained Relay. Customer understood.
0000357083	8/8/2023 11:11	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Walmart from the numbers provided by their customer service.	8/8/2023 11:13	Customer Care explained Relay. Customer understood.
0000357903	8/14/2023 14:54	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Spectrum Radiology from the numbers provided on their billing statement.	8/14/2023 14:57	Customer Care explained Relay. Customer understood.
0000360543	9/5/2023 11:55	External Complaints			Voice	Christina	Christina	Caller attempted to reach Verizon from the numbers provided on their billing statement.	9/5/2023 11:55	Customer Care explained Relay. Customer understood.
0000362264	9/11/2023 9:48	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach AI Card services from the numbers provided on their billing statement.	9/11/2023 9:48	Customer Care explained Relay. Customer understood.
0000362429	9/12/2023 10:10	External Complaints			Voice	Barbara	Barbara	Customer stated they are unable to dial a specific toll-free access number through Relay.	9/14/2023 12:42	Customer Care apologized and acquired the call detail information. Information was forwarded to the technical department, who verified there were no issues with Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
0000363177	9/18/2023 12:52	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Med Express from the numbers provided on their billing statement.	9/18/2023 12:52	Customer Care explained Relay. Customer understood.
0000363516	9/20/2023 11:04	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach card activation from the numbers provided on their billing statement.	9/20/2023 11:04	Customer Care explained Relay. Customer understood.

0000364755	9/28/2023 7:37	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Macy's card from the numbers provided on their billing statement.	9/28/2023 7:37	Customer Care explained Relay. Customer understood.
0000365198	10/2/2023 8:12	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 8:13	Customer Care explained Relay. Customer understood.
0000365219	10/2/2023 10:12	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 10:12	Customer Care explained Relay. Customer understood.
0000365232	10/2/2023 10:51	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 10:52	Customer Care explained Relay. Customer understood.
0000365236	10/2/2023 11:00	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/2/2023 11:02	Customer Care explained Relay. Customer understood.
0000365238	10/2/2023 11:10	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 11:15	Customer Care explained Relay. Customer understood.
0000365241	10/2/2023 11:17	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/2/2023 11:18	Customer Care explained Relay. Customer understood.
0000365246	10/2/2023 11:28	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 11:28	Customer Care explained Relay. Customer understood.
0000365250	10/2/2023 11:40	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 11:40	Customer Care explained Relay. Customer understood.
0000365251	10/2/2023 11:40	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/2/2023 11:42	Customer Care explained Relay. Customer understood.
0000365253	10/2/2023 11:43	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 11:43	Customer Care explained Relay. Customer understood.
0000365255	10/2/2023 11:44	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/2/2023 11:46	Customer Care explained Relay. Customer understood.
0000365256	10/2/2023 11:49	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 11:49	Customer Care explained Relay. Customer understood.
0000365257	10/2/2023 11:50	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 11:50	Customer Care explained Relay. Customer understood.

0000365262	10/2/2023 12:08	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 12:10	Customer Care explained Relay. Customer understood.
0000365268	10/2/2023 12:23	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela Public Student Loan forgiveness from the numbers provided on their billing statement.	10/2/2023 12:27	Customer Care explained Relay. Customer understood.
0000365267	10/2/2023 12:23	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 12:23	Customer Care explained Relay. Customer understood.
0000365284	10/2/2023 12:42	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 12:42	Customer Care explained Relay. Customer understood.
0000365287	10/2/2023 12:48	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/2/2023 12:48	Customer Care explained Relay. Customer understood.
0000365308	10/2/2023 13:54	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach direct loan from the numbers provided on their billing statement.	10/2/2023 13:56	Customer Care explained Relay. Customer understood.
0000365309	10/2/2023 13:56	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 13:57	Customer Care explained Relay. Customer understood.
0000365322	10/2/2023 14:41	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach student loans from the numbers provided on their billing statement.	10/2/2023 14:42	Customer Care explained Relay. Customer understood.
0000365323	10/2/2023 14:43	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 14:43	Customer Care explained Relay. Customer understood.
0000365324	10/2/2023 14:43	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/2/2023 14:44	Customer Care explained Relay. Customer understood.
0000365330	10/2/2023 14:52	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 14:52	Customer Care explained Relay. Customer understood.
0000365334	10/2/2023 15:04	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 15:04	Customer Care explained Relay. Customer understood.
0000365335	10/2/2023 15:04	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/2/2023 15:06	Customer Care explained Relay. Customer understood.
0000365337	10/2/2023 15:13	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 15:14	Customer Care explained Relay. Customer understood.

0000365342	10/2/2023 15:43	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 15:45	Customer Care explained Relay. Customer understood.
0000365346	10/2/2023 15:53	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 15:54	Customer Care explained Relay. Customer understood.
0000365350	10/2/2023 16:30	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 16:32	Customer Care explained Relay. Customer understood.
0000365351	10/2/2023 16:39	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 16:39	Customer Care explained Relay. Customer understood.
0000365358	10/2/2023 17:08	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/2/2023 17:09	Customer Care explained Relay. Customer understood.
0000365403	10/3/2023 7:17	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 7:18	Customer Care explained Relay. Customer understood.
0000365404	10/3/2023 7:25	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach PSFL from the numbers provided on their letter.	10/3/2023 7:25	Customer Care explained Relay. Customer understood.
0000365406	10/3/2023 7:28	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their statement.	10/3/2023 7:28	Customer Care explained Relay. Customer understood.
0000365408	10/3/2023 7:38	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela Student loans from the numbers provided on their statement.	10/3/2023 7:38	Customer Care explained Relay. Customer understood.
0000365411	10/3/2023 7:44	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Public Service Mohela from the numbers provided on their statement.	10/3/2023 7:45	Customer Care explained Relay. Customer understood.
0000365415	10/3/2023 7:53	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 7:53	Customer Care explained Relay. Customer understood.
0000365416	10/3/2023 8:01	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 8:02	Customer Care explained Relay. Customer understood.
0000365418	10/3/2023 8:07	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 8:10	Customer Care explained Relay. Customer understood.
0000365422	10/3/2023 8:21	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 8:22	Customer Care explained Relay. Customer understood.

0000365424	10/3/2023 8:24	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 8:24	Customer Care explained Relay. Customer understood.
0000365423	10/3/2023 8:24	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/3/2023 8:24	Customer Care explained Relay. Customer understood.
0000365428	10/3/2023 8:29	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/3/2023 8:29	Customer Care explained Relay. Customer understood.
0000365430	10/3/2023 8:30	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 8:31	Customer Care explained Relay. Customer understood.
0000365432	10/3/2023 8:41	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/3/2023 8:41	Customer Care explained Relay. Customer understood.
0000365436	10/3/2023 8:50	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 8:51	Customer Care explained Relay. Customer understood.
0000365440	10/3/2023 9:14	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/3/2023 9:14	Customer Care explained Relay. Customer understood.
0000365443	10/3/2023 9:45	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 10:11	Customer Care explained Relay. Customer understood.
0000365464	10/3/2023 10:33	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 10:33	Customer Care explained Relay. Customer understood.
0000365466	10/3/2023 10:38	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 10:38	Customer Care explained Relay. Customer understood.
0000365468	10/3/2023 10:44	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach EBT Care from the numbers provided on their billing statement.	10/3/2023 10:44	Customer Care explained Relay. Customer understood.
0000365475	10/3/2023 11:14	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 11:15	Customer Care explained Relay. Customer understood.
0000365487	10/3/2023 11:42	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 11:42	Customer Care explained Relay. Customer understood.
0000365491	10/3/2023 11:53	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 11:53	Customer Care explained Relay. Customer understood.

0000365499	10/3/2023 12:23	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/3/2023 12:23	Customer Care explained Relay. Customer understood.
0000365500	10/3/2023 12:31	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 12:33	Customer Care explained Relay. Customer understood.
0000365502	10/3/2023 12:38	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 12:38	Customer Care explained Relay. Customer understood.
0000365503	10/3/2023 12:45	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/3/2023 12:46	Customer Care explained Relay. Customer understood.
0000365504	10/3/2023 12:54	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 12:54	Customer Care explained Relay. Customer understood.
0000365508	10/3/2023 13:03	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 13:04	Customer Care explained Relay. Customer understood.
0000365517	10/3/2023 13:30	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/3/2023 13:30	Customer Care explained Relay. Customer understood.
0000365519	10/3/2023 13:33	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/3/2023 13:38	Customer Care explained Relay. Customer understood.
0000365525	10/3/2023 14:13	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 14:14	Customer Care explained Relay. Customer understood.
0000365528	10/3/2023 14:23	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 14:24	Customer Care explained Relay. Customer understood.
0000365530	10/3/2023 14:34	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 14:35	Customer Care explained Relay. Customer understood.
0000365533	10/3/2023 14:39	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 14:40	Customer Care explained Relay. Customer understood.
0000365542	10/3/2023 15:14	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/3/2023 15:15	Customer Care explained Relay. Customer understood.
0000365543	10/3/2023 15:17	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Public Student Loan Forgiveness from the numbers provided on their statement.	10/3/2023 15:17	Customer Care explained Relay. Customer understood.

0000365558	10/3/2023 17:13	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 17:14	Customer Care explained Relay. Customer understood.
0000365559	10/3/2023 17:13	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/3/2023 17:13	Customer Care explained Relay. Customer understood.
0000365561	10/3/2023 17:20	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 17:20	Customer Care explained Relay. Customer understood.
0000365566	10/3/2023 17:34	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/3/2023 17:37	Customer Care explained Relay. Customer understood.
0000365596	10/4/2023 7:15	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/4/2023 7:15	Customer Care explained Relay. Customer understood.
0000365597	10/4/2023 7:17	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/4/2023 7:17	Customer Care explained Relay. Customer understood.
0000365612	10/4/2023 8:08	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/4/2023 8:08	Customer Care explained Relay. Customer understood.
0000365617	10/4/2023 8:21	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/4/2023 8:21	Customer Care explained Relay. Customer understood.
0000365621	10/4/2023 8:40	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 8:40	Customer Care explained Relay. Customer understood.
0000365625	10/4/2023 8:52	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 8:52	Customer Care explained Relay. Customer understood.
0000365627	10/4/2023 8:57	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 8:59	Customer Care explained Relay. Customer understood.
0000365634	10/4/2023 9:51	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 9:52	Customer Care explained Relay. Customer understood.
0000365636	10/4/2023 9:53	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 9:53	Customer Care explained Relay. Customer understood.
0000365638	10/4/2023 9:55	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 9:56	Customer Care explained Relay. Customer understood.

000036566	10/4/2023 11:02	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 11:04	Customer Care explained Relay. Customer understood.
000036567	10/4/2023 11:02	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/4/2023 11:04	Customer Care explained Relay. Customer understood.
000036569	10/4/2023 11:02	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/4/2023 11:04	Customer Care explained Relay. Customer understood.
0000365661	10/4/2023 11:08	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 11:08	Customer Care explained Relay. Customer understood.
0000365663	10/4/2023 11:20	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/4/2023 11:20	Customer Care explained Relay. Customer understood.
0000365666	10/4/2023 11:37	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/4/2023 11:37	Customer Care explained Relay. Customer understood.
0000365676	10/4/2023 12:10	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/4/2023 12:10	Customer Care explained Relay. Customer understood.
0000365680	10/4/2023 12:35	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/4/2023 12:35	Customer Care explained Relay. Customer understood.
0000365683	10/4/2023 12:37	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/4/2023 12:37	Customer Care explained Relay. Customer understood.
0000365693	10/4/2023 13:16	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/4/2023 13:42	Customer Care explained Relay. Customer understood.
0000365698	10/4/2023 13:40	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/4/2023 13:40	Customer Care explained Relay. Customer understood.
0000365703	10/4/2023 14:36	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/4/2023 14:36	Customer Care explained Relay. Customer understood.
0000365707	10/4/2023 14:42	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/4/2023 14:43	Customer Care explained Relay. Customer understood.
0000365709	10/4/2023 14:53	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/4/2023 14:53	Customer Care explained Relay. Customer understood.

0000365710	10/4/2023 14:55	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/4/2023 14:55	Customer Care explained Relay. Customer understood.
0000365711	10/4/2023 15:20	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 15:20	Customer Care explained Relay. Customer understood.
0000365713	10/4/2023 15:39	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/4/2023 15:40	Customer Care explained Relay. Customer understood.
0000365719	10/4/2023 16:04	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/4/2023 16:06	Customer Care explained Relay. Customer understood.
0000365722	10/4/2023 16:20	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/4/2023 16:20	Customer Care explained Relay. Customer understood.
0000365724	10/4/2023 16:41	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/4/2023 16:43	Customer Care explained Relay. Customer understood.
0000365729	10/4/2023 16:46	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/4/2023 16:46	Customer Care explained Relay. Customer understood.
0000365732	10/4/2023 17:15	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/4/2023 17:17	Customer Care explained Relay. Customer understood.
0000365799	10/5/2023 7:18	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their statement.	10/5/2023 7:19	Customer Care explained Relay. Customer understood.
0000365803	10/5/2023 7:31	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL on the numbers provided on their billing statement.	10/5/2023 7:31	Customer Care explained Relay. Customer understood.
0000365805	10/5/2023 7:35	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/5/2023 7:35	Customer Care explained Relay. Customer understood.
0000365806	10/5/2023 7:44	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/5/2023 7:44	Customer Care explained Relay. Customer understood.
0000365808	10/5/2023 7:54	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/5/2023 7:54	Customer Care explained Relay. Customer understood.
0000365809	10/5/2023 7:59	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 7:59	Customer Care explained Relay. Customer understood.

0000365812	10/5/2023 8:17	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 8:17	Customer Care explained Relay. Customer understood.
0000365816	10/5/2023 8:32	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/5/2023 8:32	Customer Care explained Relay. Customer understood.
0000365820	10/5/2023 8:38	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 8:39	Customer Care explained Relay. Customer understood.
0000365828	10/5/2023 9:16	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/5/2023 9:17	Customer Care explained Relay. Customer understood.
0000365832	10/5/2023 9:38	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 9:39	Customer Care explained Relay. Customer understood.
0000365835	10/5/2023 9:43	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 9:44	Customer Care explained Relay. Customer understood.
0000365839	10/5/2023 9:53	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 9:53	Customer Care explained Relay. Customer understood.
0000365840	10/5/2023 9:57	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their statement.	10/5/2023 9:57	Customer Care explained Relay. Customer understood.
0000365848	10/5/2023 10:09	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/5/2023 10:09	Customer Care explained Relay. Customer understood.
0000365855	10/5/2023 10:27	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/5/2023 10:27	Customer Care explained Relay. Customer understood.
0000365857	10/5/2023 10:38	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 10:38	Customer Care explained Relay. Customer understood.
0000365859	10/5/2023 10:45	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 10:45	Customer Care explained Relay. Customer understood.
0000365860	10/5/2023 10:49	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/5/2023 10:51	Customer Care explained Relay. Customer understood.
0000365864	10/5/2023 11:33	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/5/2023 11:34	Customer Care explained Relay. Customer understood.

0000365866	10/5/2023 11:35	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 11:36	Customer Care explained Relay. Customer understood.
0000365885	10/5/2023 12:19	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 12:20	Customer Care explained Relay. Customer understood.
0000365897	10/5/2023 12:39	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela RSLF from the numbers provided on their billing statement.	10/5/2023 12:39	Customer Care explained Relay. Customer understood.
0000365916	10/5/2023 13:02	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/5/2023 13:02	Customer Care explained Relay. Customer understood.
0000365921	10/5/2023 13:08	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/5/2023 13:10	Customer Care explained Relay. Customer understood.
0000365923	10/5/2023 13:11	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/5/2023 13:11	Customer Care explained Relay. Customer understood.
0000365930	10/5/2023 13:33	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/5/2023 13:34	Customer Care explained Relay. Customer understood.
0000365933	10/5/2023 13:35	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/5/2023 13:36	Customer Care explained Relay. Customer understood.
0000365943	10/5/2023 14:34	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/5/2023 14:35	Customer Care explained Relay. Customer understood.
0000365961	10/5/2023 15:16	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/5/2023 15:16	Customer Care explained Relay. Customer understood.
0000366006	10/5/2023 18:12	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/5/2023 18:14	Customer Care explained Relay. Customer understood.
0000366020	10/5/2023 21:44	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/5/2023 21:45	Customer Care explained that they reached Relay. Customer understood.
0000366055	10/6/2023 7:40	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 7:40	Customer Care explained Relay. Customer understood.
0000366062	10/6/2023 7:58	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 7:59	Customer Care explained Relay. Customer understood.

0000366064	10/6/2023 8:04	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 8:05	Customer Care explained Relay. Customer understood.
0000366067	10/6/2023 8:12	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 8:13	Customer Care explained Relay. Customer understood.
0000366069	10/6/2023 8:19	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 8:20	Customer Care explained Relay. Customer understood.
0000366073	10/6/2023 8:48	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 8:49	Customer Care explained Relay. Customer understood.
0000366075	10/6/2023 8:57	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 8:57	Customer Care explained Relay. Customer understood.
0000366076	10/6/2023 8:58	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 8:58	Customer Care explained Relay. Customer understood.
0000366078	10/6/2023 9:06	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 9:07	Customer Care explained Relay. Customer understood.
0000366080	10/6/2023 9:16	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 9:17	Customer Care explained Relay. Customer understood.
0000366083	10/6/2023 9:29	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 9:29	Customer Care explained Relay. Customer understood.
0000366090	10/6/2023 10:08	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 10:09	Customer Care explained Relay. Customer understood.
0000366091	10/6/2023 10:12	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/6/2023 10:12	Customer Care explained Relay. Customer understood.
0000366101	10/6/2023 10:37	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/6/2023 10:40	Customer Care explained Relay. Customer understood.
0000366104	10/6/2023 10:47	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/6/2023 10:49	Customer Care explained Relay. Customer understood.
0000366118	10/6/2023 11:44	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 11:44	Customer Care explained Relay. Customer understood.

0000366125	10/6/2023 11:58	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 11:59	Customer Care explained Relay. Customer understood.
0000366126	10/6/2023 12:02	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/6/2023 12:02	Customer Care explained Relay. Customer understood.
0000366133	10/6/2023 12:16	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 12:17	Customer Care explained Relay. Customer understood.
0000366137	10/6/2023 12:26	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 12:28	Customer Care explained Relay. Customer understood.
0000366138	10/6/2023 12:29	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/6/2023 12:29	Customer Care explained Relay. Customer understood.
0000366170	10/6/2023 14:29	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/6/2023 14:29	Customer Care explained Relay. Customer understood.
0000366181	10/6/2023 15:40	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/6/2023 15:42	Customer Care explained Relay. Customer understood.
0000366182	10/6/2023 15:47	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/6/2023 15:47	Customer Care explained Relay. Customer understood.
0000366188	10/6/2023 16:16	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/6/2023 16:17	Customer Care explained Relay. Customer understood.
0000366223	10/7/2023 10:19	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/7/2023 10:19	Customer Care explained Relay. Customer understood.
0000366239	10/7/2023 15:23	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/7/2023 15:23	Customer Care explained Relay. Customer understood.
0000366323	10/9/2023 7:47	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/9/2023 7:47	Customer Care explained Relay. Customer understood.
0000366381	10/9/2023 13:03	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/9/2023 13:03	Customer Care explained Relay. Customer understood.
0000366388	10/9/2023 13:34	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/9/2023 13:35	Customer Care explained Relay. Customer understood.

0000366426	10/9/2023 17:24	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/9/2023 17:24	Customer Care explained Relay. Customer understood.
0000366431	10/9/2023 18:07	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/9/2023 18:07	Customer Care explained Relay. Customer understood.
0000366471	10/10/2023 8:08	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their billing statement.	10/10/2023 8:08	Customer Care explained Relay. Customer understood.
0000366475	10/10/2023 8:16	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/10/2023 8:16	Customer Care explained Relay. Customer understood.
0000366478	10/10/2023 8:36	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/10/2023 9:03	Customer Care explained Relay. Customer understood.
0000366492	10/10/2023 9:28	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/10/2023 9:29	Customer Care explained Relay. Customer understood.
0000366497	10/10/2023 9:58	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/10/2023 9:59	Customer Care explained Relay. Customer understood.
0000366499	10/10/2023 9:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/10/2023 10:00	Customer Care explained Relay. Customer understood.
0000366500	10/10/2023 10:07	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/10/2023 10:07	Customer Care explained Relay. Customer understood.
0000366504	10/10/2023 10:23	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/10/2023 10:23	Customer Care explained Relay. Customer understood.
0000366506	10/10/2023 10:29	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/10/2023 10:39	Customer Care explained Relay. Customer understood.
0000366515	10/10/2023 11:13	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/10/2023 11:14	Customer Care explained Relay. Customer understood.
0000366516	10/10/2023 11:15	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/10/2023 11:15	Customer Care explained Relay. Customer understood.
0000366533	10/10/2023 12:31	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/10/2023 12:32	Customer Care explained Relay. Customer understood.

0000366539	10/10/2023 13:01	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/10/2023 13:01	Customer Care explained Relay. Customer understood.
0000366553	10/10/2023 13:54	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/10/2023 13:54	Customer Care explained Relay. Customer understood.
0000366560	10/10/2023 14:19	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/10/2023 14:19	Customer Care explained Relay. Customer understood.
0000366566	10/10/2023 14:26	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/10/2023 14:26	Customer Care explained Relay. Customer understood.
0000366572	10/10/2023 14:37	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/10/2023 14:37	Customer Care explained Relay. Customer understood.
0000366579	10/10/2023 14:49	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/10/2023 14:50	Customer Care explained Relay. Customer understood.
0000366640	10/10/2023 16:53	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/10/2023 16:53	Customer Care explained Relay. Customer understood.
0000366654	10/10/2023 17:25	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/10/2023 17:26	Customer Care explained Relay. Customer understood.
0000366678	10/10/2023 18:02	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/10/2023 18:02	Customer Care explained Relay. Customer understood.
0000366734	10/11/2023 7:14	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/11/2023 7:18	Customer Care explained Relay. Customer understood.
0000366742	10/11/2023 8:01	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their billing statement.	10/11/2023 8:02	Customer Care explained Relay. Customer understood.
0000366755	10/11/2023 9:01	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/11/2023 9:01	Customer Care explained Relay. Customer understood.
0000366756	10/11/2023 9:09	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/11/2023 9:10	Customer Care explained Relay. Customer understood.
0000366762	10/11/2023 9:51	External Complaints			Email	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/11/2023 9:52	Customer Care explained Relay. Customer understood.

0000366792	10/11/2023 11:41	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/11/2023 11:42	Customer Care explained Relay. Customer understood.
0000366793	10/11/2023 11:42	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/11/2023 11:43	Customer Care explained Relay. Customer understood.
0000366847	10/11/2023 14:17	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/11/2023 14:17	Customer Care explained Relay. Customer understood.
0000366864	10/11/2023 15:08	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/11/2023 15:08	Customer Care explained Relay. Customer understood.
0000366871	10/11/2023 15:30	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/11/2023 15:32	Customer Care explained Relay. Customer understood.
0000366890	10/11/2023 16:47	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/11/2023 16:47	Customer Care explained Relay. Customer understood.
0000366898	10/11/2023 17:17	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/11/2023 17:17	Customer Care explained Relay. Customer understood.
0000366900	10/11/2023 17:23	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/11/2023 17:23	Customer Care explained Relay. Customer understood.
0000366907	10/11/2023 18:05	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/11/2023 18:05	Customer Care explained Relay. Customer understood.
0000366947	10/12/2023 7:39	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/12/2023 7:39	Customer Care explained Relay. Customer understood.
0000366948	10/12/2023 7:43	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/12/2023 7:43	Customer Care explained Relay. Customer understood.
0000366952	10/12/2023 8:09	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/12/2023 8:09	Customer Care explained Relay. Customer understood.
0000367001	10/12/2023 13:00	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/12/2023 13:00	Customer Care explained Relay. Customer understood.
0000367006	10/12/2023 13:22	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/12/2023 13:22	Customer Care explained Relay. Customer understood.

0000367012	10/12/2023 13:47	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/12/2023 13:47	Customer Care explained Relay. Customer understood.
0000367028	10/12/2023 14:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/12/2023 14:59	Customer Care explained Relay. Customer understood.
0000367070	10/12/2023 18:29	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/12/2023 18:29	Customer Care explained Relay. Customer understood.
0000367073	10/12/2023 19:14	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/12/2023 19:15	Customer Care explained Relay. Customer understood.
0000367110	10/13/2023 7:51	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/13/2023 7:52	Customer Care explained Relay. Customer understood.
0000367115	10/13/2023 8:22	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/13/2023 8:22	Customer Care explained Relay. Customer understood.
0000367118	10/13/2023 8:40	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/13/2023 8:42	Customer Care explained Relay. Customer understood.
0000367132	10/13/2023 10:04	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their website.	10/13/2023 10:04	Customer Care explained Relay. Customer understood.
0000367135	10/13/2023 10:17	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/13/2023 10:18	Customer Care explained Relay. Customer understood.
0000367139	10/13/2023 10:38	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/13/2023 10:38	Customer Care explained Relay. Customer understood.
0000367154	10/13/2023 11:45	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/13/2023 11:46	Customer Care explained Relay. Customer understood.
0000367215	10/13/2023 16:48	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/13/2023 16:49	Customer Care explained Relay. Customer understood.
0000367252	10/14/2023 10:41	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/14/2023 10:42	Customer Care explained Relay. Customer understood.
0000367256	10/14/2023 10:57	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/14/2023 10:57	Customer Care explained Relay. Customer understood.

0000367272	10/14/2023 14:07	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/14/2023 14:08	Customer Care explained Relay. Customer understood.
0000367279	10/14/2023 17:07	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/14/2023 17:07	Customer Care explained Relay. Customer understood.
0000367309	10/15/2023 11:58	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/15/2023 11:59	Customer Care explained Relay. Customer understood.
0000367355	10/16/2023 7:16	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/16/2023 7:16	Customer Care explained Relay. Customer understood.
0000367366	10/16/2023 8:33	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/16/2023 8:34	Customer Care explained Relay. Customer understood.
0000367376	10/16/2023 9:07	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Humana from the numbers provided on their billing statement.	10/16/2023 9:07	Customer Care explained Relay. Customer understood.
0000367385	10/16/2023 9:23	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/16/2023 9:24	Customer Care explained Relay. Customer understood.
0000367408	10/16/2023 10:53	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/16/2023 10:53	Customer Care explained Relay. Customer understood.
0000367410	10/16/2023 11:20	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/16/2023 11:21	Customer Care explained Relay. Customer understood.
0000367426	10/16/2023 12:26	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/16/2023 12:27	Customer Care explained Relay. Customer understood.
0000367428	10/16/2023 12:41	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/16/2023 12:42	Customer Care explained Relay. Customer understood.
0000367430	10/16/2023 12:46	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/16/2023 12:47	Customer Care explained Relay. Customer understood.
0000367432	10/16/2023 12:54	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/16/2023 12:54	Customer Care explained Relay. Customer understood.
0000367442	10/16/2023 13:14	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/16/2023 13:14	Customer Care explained Relay. Customer understood.

0000367448	10/16/2023 13:29	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/16/2023 13:30	Customer Care explained Relay. Customer understood.
0000367463	10/16/2023 14:19	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/16/2023 14:20	Customer Care explained Relay. Customer understood.
0000367468	10/16/2023 14:56	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/16/2023 14:56	Customer Care explained Relay. Customer understood.
0000367477	10/16/2023 15:24	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 7:10	Customer Care explained Relay. Customer understood.
0000367480	10/16/2023 15:31	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/16/2023 15:32	Customer Care explained Relay. Customer understood.
0000367488	10/16/2023 15:58	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/16/2023 15:58	Customer Care explained Relay. Customer understood.
0000367501	10/16/2023 17:16	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/16/2023 17:16	Customer Care explained Relay. Customer understood.
0000367550	10/17/2023 7:20	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/17/2023 7:21	Customer Care explained Relay. Customer understood.
0000367560	10/17/2023 8:17	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/17/2023 8:18	Customer Care explained Relay. Customer understood.
0000367564	10/17/2023 8:20	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 8:28	Customer Care explained Relay. Customer understood.
0000367572	10/17/2023 8:49	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/17/2023 8:49	Customer Care explained Relay. Customer understood.
0000367575	10/17/2023 9:10	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 9:10	Customer Care explained Relay. Customer understood.
0000367581	10/17/2023 9:36	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 9:37	Customer Care explained Relay. Customer understood.
0000367584	10/17/2023 9:52	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 9:53	Customer Care explained Relay. Customer understood.

0000367586	10/17/2023 9:57	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 9:58	Customer Care explained Relay. Customer understood.
0000367588	10/17/2023 10:00	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/17/2023 10:01	Customer Care explained Relay. Customer understood.
0000367589	10/17/2023 10:03	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 10:04	Customer Care explained Relay. Customer understood.
0000367597	10/17/2023 10:39	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/17/2023 10:40	Customer Care explained Relay. Customer understood.
0000367598	10/17/2023 10:44	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 10:45	Customer Care explained Relay. Customer understood.
0000367600	10/17/2023 10:48	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 10:49	Customer Care explained Relay. Customer understood.
0000367602	10/17/2023 10:55	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/17/2023 10:57	Customer Care explained Relay. Customer understood.
0000367605	10/17/2023 11:13	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/17/2023 11:14	Customer Care explained Relay. Customer understood.
0000367608	10/17/2023 11:18	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/17/2023 11:18	Customer Care explained Relay. Customer understood.
0000367612	10/17/2023 11:26	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 11:27	Customer Care explained Relay. Customer understood.
0000367626	10/17/2023 12:14	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/17/2023 12:15	Customer Care explained Relay. Customer understood.
0000367639	10/17/2023 13:45	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/17/2023 13:46	Customer Care explained Relay. Customer understood.
0000367642	10/17/2023 13:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 14:00	Customer Care explained Relay. Customer understood.
0000367648	10/17/2023 14:29	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/17/2023 14:30	Customer Care explained Relay. Customer understood.

0000367649	10/17/2023 14:31	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/17/2023 14:32	Customer Care explained Relay. Customer understood.
0000367654	10/17/2023 14:38	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/17/2023 14:38	Customer Care explained Relay. Customer understood.
0000367673	10/17/2023 16:23	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/17/2023 16:25	Customer Care explained Relay. Customer understood.
0000367679	10/17/2023 17:29	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/17/2023 17:30	Customer Care explained Relay. Customer understood.
0000367681	10/17/2023 17:41	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/17/2023 17:42	Customer Care explained Relay. Customer understood.
0000367695	10/17/2023 20:55	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/17/2023 20:57	Customer Care explained Relay. Customer understood.
0000367715	10/18/2023 7:28	External Complaints			VRS	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/18/2023 7:32	Customer Care explained Relay. Customer understood.
0000367723	10/18/2023 8:06	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/18/2023 8:06	Customer Care explained Relay. Customer understood.
0000367724	10/18/2023 8:08	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/18/2023 8:09	Customer Care explained Relay. Customer understood.
0000367735	10/18/2023 8:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/18/2023 9:00	Customer Care explained Relay. Customer understood.
0000367742	10/18/2023 9:41	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/18/2023 9:42	Customer Care explained Relay. Customer understood.
0000367743	10/18/2023 9:43	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/18/2023 9:44	Customer Care explained Relay. Customer understood.
0000367749	10/18/2023 10:05	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/18/2023 10:05	Customer Care explained Relay. Customer understood.
0000367774	10/18/2023 11:09	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/18/2023 11:10	Customer Care explained Relay. Customer understood.

000036777	10/18/2023 11:21	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/18/2023 11:22	Customer Care explained Relay. Customer understood.
000036778	10/18/2023 11:22	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their statement.	10/18/2023 11:23	Customer Care explained Relay. Customer understood.
000036793	10/18/2023 12:01	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/18/2023 12:01	Customer Care explained Relay. Customer understood.
000036797	10/18/2023 12:17	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/18/2023 12:20	Customer Care explained Relay. Customer understood.
000036798	10/18/2023 12:21	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/18/2023 12:21	Customer Care explained Relay. Customer understood.
000036789	10/18/2023 12:54	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/18/2023 12:55	Customer Care explained Relay. Customer understood.
000036782	10/18/2023 13:26	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/18/2023 13:27	Customer Care explained Relay. Customer understood.
000036788	10/18/2023 13:47	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/18/2023 13:47	Customer Care explained Relay. Customer understood.
000036786	10/18/2023 15:00	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/18/2023 15:01	Customer Care explained Relay. Customer understood.
000036788	10/18/2023 15:16	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/18/2023 15:16	Customer Care explained Relay. Customer understood.
000036785	10/18/2023 17:03	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/18/2023 17:03	Customer Care explained Relay. Customer understood.
000036790	10/19/2023 7:19	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/19/2023 7:19	Customer Care explained Relay. Customer understood.
000036790	10/19/2023 7:21	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/19/2023 7:21	Customer Care explained Relay. Customer understood.
000036790	10/19/2023 7:30	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/19/2023 7:30	Customer Care explained Relay. Customer understood.

0000367919	10/19/2023 7:49	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/19/2023 7:49	Customer Care explained Relay. Customer understood.
0000367924	10/19/2023 8:01	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/19/2023 8:02	Customer Care explained Relay. Customer understood.
0000367929	10/19/2023 8:17	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/19/2023 8:18	Customer Care explained Relay. Customer understood.
0000367931	10/19/2023 8:29	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/19/2023 8:30	Customer Care explained Relay. Customer understood.
0000367942	10/19/2023 9:11	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/19/2023 9:12	Customer Care explained Relay. Customer understood.
0000367948	10/19/2023 9:27	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/19/2023 9:28	Customer Care explained Relay. Customer understood.
0000367955	10/19/2023 10:33	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/19/2023 10:34	Customer Care explained Relay. Customer understood.
0000367961	10/19/2023 11:03	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/19/2023 11:04	Customer Care explained Relay. Customer understood.
0000367973	10/19/2023 11:54	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/19/2023 11:54	Customer Care explained Relay. Customer understood.
0000367990	10/19/2023 12:59	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/19/2023 13:00	Customer Care explained Relay. Customer understood.
0000367995	10/19/2023 13:09	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/19/2023 13:09	Customer Care explained Relay. Customer understood.
0000368005	10/19/2023 13:48	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/19/2023 13:49	Customer Care explained Relay. Customer understood.
0000368006	10/19/2023 13:53	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/19/2023 13:53	Customer Care explained Relay. Customer understood.
0000368033	10/19/2023 15:31	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/19/2023 15:32	Customer Care explained Relay. Customer understood.

0000368064	10/19/2023 18:23	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/19/2023 18:24	Customer Care explained Relay. Customer understood.
0000368069	10/19/2023 19:57	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/19/2023 19:59	Customer Care explained Relay. Customer understood.
0000368090	10/20/2023 0:47	External Complaints			Voice	Amber	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their billing statement.	10/20/2023 6:59	Customer Care explained Relay. Customer understood.
0000368094	10/20/2023 7:20	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohel PSFL from the numbers provided on their billing statement.	10/20/2023 7:22	Customer Care explained Relay. Customer understood.
0000368099	10/20/2023 7:43	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/20/2023 7:43	Customer Care explained Relay. Customer understood.
0000368107	10/20/2023 8:17	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/20/2023 8:18	Customer Care explained Relay. Customer understood.
0000368110	10/20/2023 8:53	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their statement.	10/20/2023 8:53	Customer Care explained Relay. Customer understood.
0000368116	10/20/2023 9:19	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/20/2023 9:29	Customer Care explained Relay. Customer understood.
0000368113	10/20/2023 9:24	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their statement.	10/20/2023 9:25	Customer Care explained Relay. Customer understood.
0000368119	10/20/2023 9:39	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/20/2023 9:40	Customer Care explained Relay. Customer understood.
0000368136	10/20/2023 10:44	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/20/2023 10:45	Customer Care explained Relay. Customer understood.
0000368154	10/20/2023 12:02	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/20/2023 12:03	Customer Care explained Relay. Customer understood.
0000368165	10/20/2023 12:44	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their website.	10/20/2023 12:44	Customer Care explained Relay. Customer understood.
0000368175	10/20/2023 13:21	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/20/2023 13:23	Customer Care explained Relay. Customer understood.

0000368177	10/20/2023 13:26	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/20/2023 13:27	Customer Care explained Relay. Customer understood.
0000368187	10/20/2023 13:46	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/20/2023 13:47	Customer Care explained Relay. Customer understood.
0000368190	10/20/2023 14:07	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/20/2023 14:07	Customer Care explained Relay. Customer understood.
0000368191	10/20/2023 14:13	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/20/2023 14:14	Customer Care explained Relay. Customer understood.
0000368194	10/20/2023 14:42	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/20/2023 14:42	Customer Care explained Relay. Customer understood.
0000368195	10/20/2023 14:43	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/20/2023 14:45	Customer Care explained Relay. Customer understood.
0000368197	10/20/2023 14:50	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their statement.	10/20/2023 14:51	Customer Care explained Relay. Customer understood.
0000368198	10/20/2023 14:51	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/20/2023 14:51	Customer Care explained Relay. Customer understood.
0000368212	10/20/2023 15:55	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/20/2023 16:01	Customer Care explained Relay. Customer understood.
0000368216	10/20/2023 16:38	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/20/2023 16:40	Customer Care explained Relay. Customer understood.
0000369311	10/22/2023 14:28	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/22/2023 14:28	Customer Care explained Relay. Customer understood.
0000370262	10/23/2023 7:45	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/23/2023 7:45	Customer Care explained Relay. Customer understood.
0000370288	10/23/2023 9:31	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/23/2023 9:31	Customer Care explained Relay. Customer understood.
0000370292	10/23/2023 9:43	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/23/2023 9:44	Customer Care explained Relay. Customer understood.

0000370295	10/23/2023 9:50	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/23/2023 9:51	Customer Care explained Relay. Customer understood.
0000370301	10/23/2023 10:09	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 10:11	Customer Care explained Relay. Customer understood.
0000370328	10/23/2023 11:16	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/23/2023 11:17	Customer Care explained Relay. Customer understood.
0000370330	10/23/2023 11:18	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/23/2023 11:18	Customer Care explained Relay. Customer understood.
0000370339	10/23/2023 11:49	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/23/2023 11:49	Customer Care explained Relay. Customer understood.
0000370340	10/23/2023 11:52	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 11:53	Customer Care explained Relay. Customer understood.
0000370341	10/23/2023 11:54	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 11:54	Customer Care explained Relay. Customer understood.
0000370350	10/23/2023 12:06	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 12:07	Customer Care explained Relay. Customer understood.
0000370360	10/23/2023 12:55	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/23/2023 12:56	Customer Care explained Relay. Customer understood.
0000370371	10/23/2023 13:31	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their billing statement.	10/23/2023 13:31	Customer Care explained Relay. Customer understood.
0000370372	10/23/2023 13:31	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 13:31	Customer Care explained Relay. Customer understood.
0000370381	10/23/2023 14:04	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 14:04	Customer Care explained Relay. Customer understood.
0000370385	10/23/2023 14:12	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 14:13	Customer Care explained Relay. Customer understood.
0000370384	10/23/2023 14:12	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 14:12	Customer Care explained Relay. Customer understood.

0000370389	10/23/2023 14:27	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 14:27	Customer Care explained Relay. Customer understood.
0000370399	10/23/2023 15:12	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/23/2023 15:13	Customer Care explained Relay. Customer understood.
0000370403	10/23/2023 15:20	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 15:20	Customer Care explained Relay. Customer understood.
0000370413	10/23/2023 15:42	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/23/2023 15:42	Customer Care explained Relay. Customer understood.
0000370459	10/24/2023 7:12	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/24/2023 7:12	Customer Care explained Relay. Customer understood.
0000370476	10/24/2023 9:31	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/24/2023 9:32	Customer Care explained Relay. Customer understood.
0000370478	10/24/2023 9:43	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/24/2023 9:45	Customer Care explained Relay. Customer understood.
0000370479	10/24/2023 9:46	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/24/2023 9:46	Customer Care explained Relay. Customer understood.
0000370494	10/24/2023 10:30	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/24/2023 10:32	Customer Care explained Relay. Customer understood.
0000370497	10/24/2023 10:59	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Walmart Tech Support from the numbers provided on their billing statement.	10/24/2023 11:05	Customer Care explained Relay. Customer understood.
0000370511	10/24/2023 11:27	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/24/2023 11:28	Customer Care explained Relay. Customer understood.
0000370514	10/24/2023 11:44	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on a document.	10/24/2023 11:44	Customer Care explained Relay. Customer understood.
0000370532	10/24/2023 12:40	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/24/2023 12:40	Customer Care explained Relay. Customer understood.
0000370533	10/24/2023 12:41	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/24/2023 12:42	Customer Care explained Relay. Customer understood.

0000370535	10/24/2023 12:46	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/24/2023 12:47	Customer Care explained Relay. Customer understood.
0000370541	10/24/2023 13:07	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/24/2023 13:08	Customer Care explained Relay. Customer understood.
0000370546	10/24/2023 13:27	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/24/2023 13:27	Customer Care explained Relay. Customer understood.
0000370547	10/24/2023 13:30	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/24/2023 13:30	Customer Care explained Relay. Customer understood.
0000370559	10/24/2023 13:54	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/24/2023 13:54	Customer Care explained Relay. Customer understood.
0000370560	10/24/2023 13:59	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/24/2023 14:00	Customer Care explained Relay. Customer understood.
0000370656	10/25/2023 8:13	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 8:13	Customer Care explained Relay. Customer understood.
0000370660	10/25/2023 8:25	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their statement.	10/25/2023 8:25	Customer Care explained Relay. Customer understood.
0000370661	10/25/2023 8:26	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 8:27	Customer Care explained Relay. Customer understood.
0000370665	10/25/2023 9:01	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their billing statement.	10/25/2023 9:01	Customer Care explained Relay. Customer understood.
0000370673	10/25/2023 9:28	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 9:29	Customer Care explained Relay. Customer understood.
0000370681	10/25/2023 10:08	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 10:09	Customer Care explained Relay. Customer understood.
0000370687	10/25/2023 10:22	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 10:23	Customer Care explained Relay. Customer understood.
0000370689	10/25/2023 10:28	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 10:28	Customer Care explained Relay. Customer understood.

0000370694	10/25/2023 10:44	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 10:45	Customer Care explained Relay. Customer understood.
0000370704	10/25/2023 11:23	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 11:24	Customer Care explained Relay. Customer understood.
0000370707	10/25/2023 11:48	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 11:49	Customer Care explained Relay. Customer understood.
0000370717	10/25/2023 12:32	External Complaints			STS	Jacob	Jacob	Customer stated when dialing a specific number through Relay they are reaching a busy signal.	10/25/2023 12:33	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
0000370718	10/25/2023 12:34	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 12:36	Customer Care explained Relay. Customer understood.
0000370723	10/25/2023 12:51	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 12:52	Customer Care explained Relay. Customer understood.
0000370727	10/25/2023 12:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/25/2023 12:58	Customer Care explained Relay. Customer understood.
0000370729	10/25/2023 13:04	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 13:05	Customer Care explained Relay. Customer understood.
0000370733	10/25/2023 13:11	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 13:12	Customer Care explained Relay. Customer understood.
0000370736	10/25/2023 13:22	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 13:22	Customer Care explained Relay. Customer understood.
0000370739	10/25/2023 13:38	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 13:38	Customer Care explained Relay. Customer understood.
0000370741	10/25/2023 13:49	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/25/2023 13:51	Customer Care explained Relay. Customer understood.
0000370748	10/25/2023 14:33	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/25/2023 14:34	Customer Care explained Relay. Customer understood.
0000370767	10/25/2023 15:38	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 15:40	Customer Care explained Relay. Customer understood.

0000370775	10/25/2023 16:34	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 16:35	Customer Care explained Relay. Customer understood.
0000370777	10/25/2023 16:48	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/25/2023 16:50	Customer Care explained Relay. Customer understood.
0000370780	10/25/2023 17:04	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 17:06	Customer Care explained Relay. Customer understood.
0000370784	10/25/2023 17:52	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/25/2023 17:53	Customer Care explained Relay. Customer understood.
0000370785	10/25/2023 18:00	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/25/2023 18:02	Customer Care explained Relay. Customer understood.
0000370824	10/26/2023 7:16	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF the numbers provided on their billing statement.	10/26/2023 7:16	Customer Care explained Relay. Customer understood.
0000370828	10/26/2023 8:06	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/26/2023 8:06	Customer Care explained Relay. Customer understood.
0000370840	10/26/2023 8:36	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/26/2023 8:36	Customer Care explained Relay. Customer understood.
0000370841	10/26/2023 8:51	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/26/2023 8:51	Customer Care explained Relay. Customer understood.
0000370843	10/26/2023 8:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/26/2023 8:58	Customer Care explained Relay. Customer understood.
0000370845	10/26/2023 9:03	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/26/2023 9:03	Customer Care explained Relay. Customer understood.
0000370869	10/26/2023 11:00	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach [AT&T, Verizon, utilities, etc.] from the numbers provided on their billing statement.	10/26/2023 11:01	Customer Care explained Relay. Customer understood.
0000370893	10/26/2023 12:48	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/26/2023 12:49	Customer Care explained Relay. Customer understood.
0000370900	10/26/2023 13:06	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their statement.	10/26/2023 13:06	Customer Care explained Relay. Customer understood.

0000370903	10/26/2023 13:12	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/26/2023 13:14	Customer Care explained Relay. Customer understood.
0000370910	10/26/2023 13:28	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/26/2023 13:28	Customer Care explained Relay. Customer understood.
0000370918	10/26/2023 13:38	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/26/2023 13:38	Customer Care explained Relay. Customer understood.
0000370926	10/26/2023 14:29	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/26/2023 14:29	Customer Care explained Relay. Customer understood.
0000370930	10/26/2023 14:40	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/26/2023 14:40	Customer Care explained Relay. Customer understood.
0000370935	10/26/2023 14:55	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/26/2023 14:55	Customer Care explained Relay. Customer understood.
0000370939	10/26/2023 15:33	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/26/2023 15:34	Customer Care explained Relay. Customer understood.
0000370949	10/26/2023 16:44	External Complaints			Email	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/26/2023 16:46	Customer Care explained Relay. Customer understood.
0000370955	10/26/2023 17:43	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/26/2023 17:45	Customer Care explained Relay. Customer understood.
0000370956	10/26/2023 17:47	External Complaints			Voice	Christina	Christina	Customer stated that they are hearing TTY tones when attempting to hook up a new phone.	10/26/2023 17:47	Customer Care apologized and referred the customer to their telephone manufacturer for further assistance. Customer understood.
0000370994	10/27/2023 7:49	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 7:49	Customer Care explained Relay. Customer understood.
0000370998	10/27/2023 8:00	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 8:00	Customer Care explained Relay. Customer understood.
0000371004	10/27/2023 8:51	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 8:51	Customer Care explained Relay. Customer understood.
0000371007	10/27/2023 9:08	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 9:09	Customer Care explained Relay. Customer understood.

0000371012	10/27/2023 9:16	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 9:17	Customer Care explained Relay. Customer understood.
0000371035	10/27/2023 11:19	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 11:19	Customer Care explained Relay. Customer understood.
0000371041	10/27/2023 12:24	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/27/2023 12:25	Customer Care explained Relay. Customer understood.
0000371048	10/27/2023 12:45	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/27/2023 12:46	Customer Care explained Relay. Customer understood.
0000371059	10/27/2023 13:36	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 13:38	Customer Care explained Relay. Customer understood.
0000371061	10/27/2023 13:43	External Complaints			Voice	Donnie	Donnie	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/27/2023 13:43	Customer Care explained Relay. Customer understood.
0000371073	10/27/2023 14:34	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/27/2023 14:35	Customer Care explained Relay. Customer understood.
0000371075	10/27/2023 14:55	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/27/2023 14:55	Customer Care explained Relay. Customer understood.
0000371093	10/27/2023 17:27	External Complaints			Voice	Christina	Christina	Caller attempted to reach Mohela from the numbers provided on their website.	10/27/2023 17:28	Customer Care explained Relay. Customer understood.
0000371118	10/28/2023 9:55	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/28/2023 9:58	Customer Care explained Relay. Customer understood.
0000371139	10/28/2023 14:46	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/28/2023 14:49	Customer Care explained Relay. Customer understood.
0000371225	10/30/2023 7:32	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/30/2023 7:32	Customer Care explained Relay. Customer understood.
0000371227	10/30/2023 7:36	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their website.	10/30/2023 7:37	Customer Care explained Relay. Customer understood.
0000371228	10/30/2023 7:38	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 7:39	Customer Care explained Relay. Customer understood.

0000371229	10/30/2023 7:41	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/30/2023 7:41	Customer Care explained Relay. Customer understood.
0000371234	10/30/2023 8:02	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 8:02	Customer Care explained Relay. Customer understood.
0000371238	10/30/2023 8:20	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach PSFL from the numbers provided on their website.	10/30/2023 8:20	Customer Care explained Relay. Customer understood.
0000371254	10/30/2023 9:21	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach PSFL from the numbers provided on their statement.	10/30/2023 9:22	Customer Care explained Relay. Customer understood.
0000371257	10/30/2023 9:45	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 9:46	Customer Care explained Relay. Customer understood.
0000371262	10/30/2023 10:10	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 10:11	Customer Care explained Relay. Customer understood.
0000371263	10/30/2023 10:13	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their billing statement.	10/30/2023 10:13	Customer Care explained Relay. Customer understood.
0000371265	10/30/2023 10:30	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 10:30	Customer Care explained Relay. Customer understood.
0000371275	10/30/2023 11:06	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 11:07	Customer Care explained Relay. Customer understood.
0000371280	10/30/2023 11:29	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 11:29	Customer Care explained Relay. Customer understood.
0000371287	10/30/2023 11:40	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 11:41	Customer Care explained Relay. Customer understood.
0000371291	10/30/2023 12:01	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 12:01	Customer Care explained Relay. Customer understood.
0000371305	10/30/2023 13:00	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSFL from the numbers provided on their billing statement.	10/30/2023 13:00	Customer Care explained Relay. Customer understood.
0000371307	10/30/2023 13:12	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 13:12	Customer Care explained Relay. Customer understood.

0000371310	10/30/2023 13:26	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	10/30/2023 13:26	Customer Care explained Relay. Customer understood.
0000371313	10/30/2023 13:37	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 13:37	Customer Care explained Relay. Customer understood.
0000371346	10/30/2023 15:50	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/30/2023 15:51	Customer Care explained Relay. Customer understood.
0000371356	10/30/2023 16:57	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/30/2023 16:58	Customer Care explained Relay. Customer understood.
0000371362	10/30/2023 17:29	External Complaints			Voice	Bill	Bill	Caller attempted to reach Mohela from the numbers provided on their website.	10/30/2023 17:31	Customer Care explained Relay. Customer understood.
0000371386	10/31/2023 7:02	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 7:02	Customer Care explained Relay. Customer understood.
0000371408	10/31/2023 8:26	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 8:26	Customer Care explained Relay. Customer understood.
0000371409	10/31/2023 8:29	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 8:29	Customer Care explained Relay. Customer understood.
0000371414	10/31/2023 8:53	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 8:53	Customer Care explained Relay. Customer understood.
0000371418	10/31/2023 9:06	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 9:06	Customer Care explained Relay. Customer understood.
0000371424	10/31/2023 9:21	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 9:21	Customer Care explained Relay. Customer understood.
0000371430	10/31/2023 9:46	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 9:46	Customer Care explained Relay. Customer understood.
0000371437	10/31/2023 10:01	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/31/2023 10:02	Customer Care explained Relay. Customer understood.
0000371441	10/31/2023 10:05	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 10:06	Customer Care explained Relay. Customer understood.

0000371459	10/31/2023 11:30	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	11/20/2023 14:50	Customer Care explained Relay. Customer understood.
0000371463	10/31/2023 11:58	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 11:58	Customer Care explained Relay. Customer understood.
0000371472	10/31/2023 12:18	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/31/2023 12:19	Customer Care explained Relay. Customer understood.
0000371475	10/31/2023 12:33	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 12:33	Customer Care explained Relay. Customer understood.
0000371497	10/31/2023 13:38	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/31/2023 13:41	Customer Care explained Relay. Customer understood.
0000371503	10/31/2023 14:03	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 14:04	Customer Care explained Relay. Customer understood.
0000371510	10/31/2023 14:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 15:00	Customer Care explained Relay. Customer understood.
0000371513	10/31/2023 15:15	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 15:15	Customer Care explained Relay. Customer understood.
0000371518	10/31/2023 15:44	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Mohela from the numbers provided on their billing statement.	10/31/2023 15:44	Customer Care explained Relay. Customer understood.
0000371527	10/31/2023 16:52	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Mohela from the numbers provided by institutional provider.	10/31/2023 16:53	Customer Care explained Relay. Customer understood.
0000371572	11/1/2023 7:15	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 7:16	Customer Care explained Relay. Customer understood.
0000371574	11/1/2023 7:29	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 7:29	Customer Care explained Relay. Customer understood.
0000371591	11/1/2023 8:50	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 8:50	Customer Care explained Relay. Customer understood.
0000371601	11/1/2023 9:50	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 9:51	Customer Care explained Relay. Customer understood.

0000371606	11/1/2023 10:05	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 10:05	Customer Care explained Relay. Customer understood.
0000371620	11/1/2023 10:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	11/1/2023 10:58	Customer Care explained Relay. Customer understood.
0000371627	11/1/2023 11:19	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 11:19	Customer Care explained Relay. Customer understood.
0000371629	11/1/2023 11:21	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 11:21	Customer Care explained Relay. Customer understood.
0000371630	11/1/2023 11:29	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 11:30	Customer Care explained Relay. Customer understood.
0000371654	11/1/2023 13:07	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 13:08	Customer Care explained Relay. Customer understood.
0000371660	11/1/2023 13:35	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	11/1/2023 13:36	Customer Care explained Relay. Customer understood.
0000371663	11/1/2023 13:49	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela PSLF from the numbers provided on their billing statement.	11/1/2023 13:49	Customer Care explained Relay. Customer understood.
0000371742	11/2/2023 7:40	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	11/2/2023 7:40	Customer Care explained Relay. Customer understood.
0000371760	11/2/2023 8:58	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	11/2/2023 8:58	Customer Care explained Relay. Customer understood.
0000371763	11/2/2023 9:09	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Mohela from the numbers provided on their billing statement.	11/2/2023 9:10	Customer Care explained Relay. Customer understood.
0000372388	11/7/2023 10:13	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach unemployment taxes from the numbers provided on their website.	11/7/2023 10:14	Customer Care explained Relay. Customer understood.
0000375393	12/3/2023 9:51	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Vision Care from the numbers provided on their billing statement.	12/3/2023 9:52	Customer Care explained Relay. Customer understood.
0000377425	12/13/2023 8:20	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Propane Company from the numbers provided on their billing statement.	12/13/2023 8:20	Customer Care explained Relay. Customer understood.

0000378494	12/20/2023 8:03	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Helen DeVos Children's Hospital from the numbers provided on their billing statement.	12/20/2023 8:03	Customer Care explained Relay. Customer understood.
0000381747	1/15/2024 9:19	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Consumer Energy from the numbers provided on their billing statement.	1/15/2024 9:20	Customer Care explained Relay. Customer understood.
0000382278	1/18/2024 9:19	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Medigap Subsidiary from the numbers provided on their billing statement.	1/18/2024 9:19	Customer Care explained Relay. Customer understood.
0000384951	1/24/2024 10:24	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	1/24/2024 10:24	Customer Care explained Relay. Customer understood.
0000385197	1/25/2024 15:14	External Complaints			Voice	Christina	Christina	Caller attempted to reach Verizon from the numbers provided on their billing statement.	1/25/2024 15:14	Customer Care explained Relay. Customer understood.
0000386368	2/2/2024 13:12	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	2/2/2024 13:12	Customer Care explained Relay. Customer understood.
0000388508	2/20/2024 8:48	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	2/20/2024 8:49	Customer Care explained Relay. Customer understood.
0000389901	2/29/2024 9:20	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach cable television services from the numbers provided on their billing statement.	2/29/2024 9:20	Customer Care explained Relay. Customer understood.
0000390294	3/4/2024 7:37	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Ford Motor Retiree Benefits from the numbers provided on their billing statement.	3/4/2024 7:37	Customer Care explained Relay. Customer understood.
0000392231	3/18/2024 11:38	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Bright Speed telephone carrier from the numbers provided on their billing statement.	3/18/2024 11:39	Customer Care explained Relay. Customer understood.
0000392393	3/19/2024 11:45	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach WellCare Health Plans from the numbers provided on their billing statement.	3/19/2024 11:46	Customer Care explained Relay. Customer understood.
0000392666	3/21/2024 9:01	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach directory assistance from the numbers provided on their billing statement.	3/21/2024 9:01	Customer Care explained Relay. Customer understood.
0000392747	3/21/2024 14:44	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Medicare from the numbers provided on their billing statement.	3/21/2024 14:45	Customer Care explained Relay. Customer understood.
0000393099	3/25/2024 10:47	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Walmart from the numbers provided on their billing statement.	3/25/2024 10:47	Customer Care explained Relay. Customer understood.

0000394124	4/1/2024 17:12	External Complaints			Chat	Christina	Christina	Customer stated they have been receiving suspicious telephone calls not through Relay.	4/1/2024 17:30	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.
0000394435	4/3/2024 11:23	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	4/3/2024 11:23	Customer Care explained Relay. Customer understood.
0000397367	4/17/2024 12:33	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Walmart from the numbers provided on their billing statement.	4/17/2024 12:35	Customer Care explained Relay. Customer understood.
0000398615	4/25/2024 8:35	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach directory assistance from the numbers provided on their billing statement.	4/25/2024 8:35	Customer Care explained Relay. Customer understood.
0000399034	4/28/2024 12:25	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Humana from the numbers provided on their billing statement.	4/28/2024 12:25	Customer Care explained Relay. Customer understood.
0000399494	5/1/2024 0:24	External Complaints			Voice	Scott	Tyna	Caller attempted to reach T-Mobile from the numbers provided on their billing statement.	5/1/2024 7:01	Customer Care explained Relay. Customer understood.
0000402065	5/13/2024 8:15	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Frontier from the numbers provided on their billing statement.	5/13/2024 8:16	Customer Care explained Relay. Customer understood.
0000402201	5/14/2024 7:24	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Medicare from the numbers provided on their billing statement.	5/14/2024 7:24	Customer Care explained Relay. Customer understood.