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## **Georgia Public Service Commission**

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June 19, 2018

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2017 through May 31, 2018  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Georgia Public Service Commission 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 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Georgia to provide Telecommunications Relay Service.

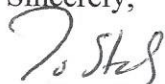
Hamilton tracks all complaints and all other customer service activity for the State of Georgia. Georgia's complaint summary is associated with complaints related to FCC TRS rules.

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

Georgia Relay has received a total of 11 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017 through May 31, 2018. In addition, Georgia Relay Service has received a total of 1 CTS complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 404-657-4990 or Dixie Ziegler with Hamilton Relay at 1-800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script, appearing to read "T. Starks".

Tonika Starks  
TRS Administrator

# Georgia Relay 2017 - 2018 FCC TRS Complaint Report

## June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170809-000006	8/9/2017		Voice	Tyna	Tyna	Representative inquired how to stop telephone calls from routing into Relay.	8/9/2017	Customer Care referred the representative to the telephone service provider. Representative was satisfied.	External Complaints	Miscellaneous
170914-000015	9/14/2017	1326	STS	Ryan	Ryan	Customer stated the CA hung up on them.	9/19/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details, no information could be located in regard to the call the customer was referring to.	Service Complaints	CA Hung Up on Caller
171023-000118	10/23/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the relay.	10/23/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171107-000065	11/7/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	11/7/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171109-000042	11/9/2017		Voice	Tyna	Tyna	Representative requested assistance with making TTY calls using iPhone.	11/9/2017	Customer Care provided the requested information; test calls placed were unsuccessful. Customer Care referred the representative to the wireless provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous
171113-000076	11/13/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	11/13/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171115-000037	11/15/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	11/15/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171124-000036	11/24/2017		Voice	Tyna	Tyna	Customer stated when dialing the toll-free voice access number for Georgia Relay they are reaching a psychic hotline.	11/24/2017	Customer Care placed a test call; which was successful and verified the number with the customer. Customer stated would re-try and was satisfied.	Technical Complaints	Tech Issues 7-1-1 Problem



# Georgia Relay 2017 - 2018 FCC TRS Complaint Report

## June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180315-000025	03/15/2018 11:54 AM		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	3/15/2018	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180524-000007	05/24/2018 10:50 AM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	5/24/2018	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180531-000052	05/31/2018 05:59 PM		Voice	Dan	Dan	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	5/31/2018	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

# Georgia CapTel FCC Complaint Report 6/1/2017 to 5/31/2018

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
805813	07/11/2017 03:12pm	CapTel	Service	4188	Customer reported a delay in captions behind the spoken word.	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR then sent the customer a letter, reporting action taken and offered further follow up on any future calls.	07/18/2017 02:35pm	Over 48 hours	PZ