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June 21, 2018

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

RE: TRS Consumer Complaint Log Summaries for May 16, 2017 through May 31, 2018
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Kentucky 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 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Kentucky. Kentucky'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.

Kentucky Relay has received a total of 4 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017 through May 31, 2018. In addition, Kentucky Relay has received a total of 2 CTS complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 502-782-2661 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens
Kentucky Public Service Commission

**Kentucky Relay 2017 - 2018 FCC TRS Complaint Report
June 2017 - May 2018**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170808-000002	8/8/2017		VCO	Tyna	Tyna	Customer stated is receiving an operator generated recording "call cannot be completed as dialed."	8/8/2017	Customer Care apologized and attempted to obtain information. Customer disconnected.	External Complaints	Miscellaneous
170824-000042	8/24/2017		VCO	Mary	Mary	Customer stated they are unable to dial a specific phone number.	9/1/2017	Customer Care apologized and acquired the call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	Miscellaneous
171206-000070	12/6/2017		Voice	Dan	Dan	Customer stated they had received a bill with information about Relay included.	12/6/2017	Customer Care apologize and referred the customer to the company the bill came from. Customer understood.	External Complaints	Miscellaneous
180326-000009	3/26/2018		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	3/26/2018	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	Service Complaints	Suspicious/ Harassment Call

Kentucky 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 Completed	Rep. Initials
797435	06/15/2017 09:11am	CapTel	Service	N/A	Caller to CapTel user reported experiencing difficulties connecting with a captionist when calling through the captioning service number.	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	06/16/2017 10:00am	Within 48 Hours	CS
894274	04/16/2018 10:03am	CapTel	Service	10595	Customer reported that the captions on their last call were inaccurate on the CapTel 840.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone and let them know action taken by the Call Center.	05/01/2018 11:32am	Over 48 hours	BP