



Gerri D. Huser, Chair  
Richard W. Lozier, Jr., Board Member  
Joshua J. Byrnes, Board Member

June 23, 2021

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, 2020, through May 31, 2021  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Iowa Utilities Board respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service (TRS) pursuant to Section 64.604(c)(ii) of the Federal Communications Commission's (FCC) rules. Hamilton Relay (Hamilton), with corporate offices located at 1006 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the Iowa Utilities Board to provide TRS.

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

Hamilton processes any complaint that originates in person, in writing, or via a toll-free telephone number, email, website, or live chat. Hamilton strives to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

Relay Iowa has received a total of 10 TRS and 0 CTS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2020, through May 31, 2021. There are incidents reflected in the report that were external complaints outside of Relay Iowa's scope of service.

Please feel free to contact me at 515-725-7367 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

**/s/ Kelsey Seaberg**

Kelsey Seaberg  
Project Manager, Relay Iowa

## Relay Iowa 2020 - 2021 TRS FCC Complaint Report

### June 2020 - May 2021

Inquiry ID	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
200709-000040	07/09/2020 01:02 PM	Technical Complaints	Miscellaneous		VCO	Donnie	Donnie	Customer stated their spouse is having trouble understanding them while the spouse is using their cell phone.	07/09/2020 01:10 PM	Customer Care referred the customer to their spouse's wireless provider for assistance. Customer understood.
210205-000013	02/05/2021 10:37 AM	Technical Complaints	Miscellaneous		VCO	Jenn	Jenn	Customer stated they are experiencing technical issues with their TTY equipment.	02/05/2021 10:38 AM	Customer Care attempted to assist the customer, which was unsuccessful. The customer declined assistance and disconnected.
210208-000071	02/08/2021 03:48 PM	Operations Complaints	Answer Time		Voice	Mary	Mary	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	02/09/2021 03:19 PM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 76% within 10 seconds for the day.
210211-000019	02/11/2021 01:03 PM	Technical Complaints	Connection Issues		Voice	Donnie	Donnie	Customer inquired about the source of a problem interrupting their outgoing calls from 5 years ago that was no longer present.	02/11/2021 01:12 PM	Customer Care explained that since the issue occurred 5 years ago, it was difficult to identify the original source of the problem, but to contact Customer Care if the problem ever occurred again. Customer understood.
210405-000033	04/05/2021 02:39 PM	Operations Complaints	Didn't Follow Policy/Procedure	3033	VCO	Brenda	Jacob	Customer stated the CA did not follow policy/procedure. Customer also indicated that this CA does not process their telephone calls for them and customer further indicated CA disconnects their calls into Relay.	04/26/2021 03:57 PM	Customer Care apologized and acquired call detail information. CDRs verified that the customer did connect to the CA but the customer disconnected the call each time they reached the specific CA.

The incidents below reflect activity that Relay Iowa is aware of that is outside of its scope of service.

201013-000017	10/13/2020 10:56 AM	External Complaints			VCO	Tyna	Tyna	Customer stated there's an issue with their spouse's phone and the non-Relay user cannot hear the VCO user.	10/13/2020 11:07 AM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
201111-000018	11/11/2020 10:58 AM	External Complaints			VCO	Tyna	Tyna	Customer stated there's an issue with their spouse's phone and the non-Relay user cannot hear the VCO user.	11/11/2020 11:07 AM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
201216-000050	12/16/2020 03:36 PM	External Complaints			Voice	Tyna	Tyna	Customer stated people cannot hear them over the phone and they have to yell.	12/16/2020 03:57 PM	Customer Care apologized and offered suggestions regarding other options to use Relay and referred customer to Telecommunications Access Iowa for equipment options. Customer was satisfied.
210128-000027	01/28/2021 01:08 PM	External Complaints			Email	Tyna	Tyna	Customer stated they were experiencing issues with the IP address with their Internet service provider.	01/28/2021 01:11 PM	Customer Care explained Relay and referred customer to their Internet service provider for assistance. Customer was satisfied.
210317-000040	03/17/2021 02:25 PM	External Complaints			VCO	Mary	Mary	Customer stated they was a crackling sound on their phone line and other parties are unable to hear them.	03/17/2021 02:35 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.

Iowa CapTel FCC Complaints 6/1/2020 to 5/31/2021

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
There were no CapTel complaints in violation of FCC standards from June 2020 to May 2021.									