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Governor



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Director

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Administrator

DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION

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June 27, 2016

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 June 1, 2015 through May 31, 2016
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nevada Department of Health and Human Services Division of Aging and Disability Services 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 1001 12th Street, Aurora, NE 68818, is under contract with the State of Nevada to provide Telecommunications Relay Service.

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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Of the 19 total complaints in Nevada, 11 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Care personnel have spoken with this user on several occasions to assist, and provided a home visit with the Nevada Relay Outreach Coordinator. Customer Care will continue to work with this relay user.

Please feel free to contact me at 775-687-2492 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script, appearing to read "Betty A. Hammond".

Betty A. Hammond, MSW, CRC, NIC
Relay Administrator
Department of Health and Human Services
Aging & Disability Services Division
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Relay Nevada 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
986632	6/4/2015	Scott (Supervisor)	HCO	Jenn	Jenn	*Customer stated the Supervisor came on the line and had a conversation with their called party. Customer wanted conversation relayed by the OPR not the Supervisor.	6/4/2015	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 regards to the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous
984302	6/17/2015		HCO	Tyna	Tyna	*Customer states the OPRs are hanging up their caller after the customer gives a GA SK and also the OPRs will not call a telephone number given by a called party.	6/17/2015	Customer Care apologized and stated that the OPRs would only be able to place a secondary call if the customer provided the number to dial, as information could not be retained from one call to the next when using HCO. Customer Care stated information would be forwarded to management and the technical department. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous
966371	6/21/2015	9285	HCO	Carey	Carey	*Customer stated the OPR did not follow policy/procedure.	7/9/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department in attempts to locate the OPR ID number. The technical department discovered the OPR ID and information was forwarded to management. OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
5035157	7/2/2015		HCO	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	8/23/2015	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 regards to the call the customer was referring too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
6003451	7/5/2015		HCO	Tyna	Tyna	*Customer stated OPR typed "HCO ON" but did not speak and supervisor told the customer there was a technical problem.	8/24/2015	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 regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Tech Issues HCO/2LHCO Problem

Relay Nevada 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
110232	7/6/2015		HCO	Dan	Dan	*Customer stated the OPR did not explain Relay to the party they were calling.	8/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
124613	7/6/2015		HCO	Dan	Dan	*Customer stated when dialing 7-1-1 they are not getting through to Relay. Customer requested Customer Care place a test call to Relay for them.	7/6/2015	Customer Care placed a test call; which was successful. Customer Care suggested the customer try dialing the toll free number and provided that number. Customer disconnected.	Service Complaints - Miscellaneous
507951	7/15/2015		Email	Dan	Dan	Customer stated their client is having technical issues with their Relay equipment and requested information on getting the equipment repaired.	7/15/2015	Customer Care referred the customer to Deaf and Hard of Hearing Advocacy Resource Center and provided their telephone number. Customer was satisfied.	Technical Complaints - Miscellaneous
710030	8/14/2015		VCO	Jenn	Jenn	Customer stated they are a VCO user and they are calling someone who is a TTY User and their called party is not receiving their type.	8/16/2015	Customer Care apologized and provided troubleshooting tips to help resolve the issue which were successful. Customer stated they would call back if they had any further issues. Customer was satisfied.	Technical Complaints - Miscellaneous
664312	9/17/2015		VCO	Tyna	Tyna	Customer stated had recently moved and they have the same telephone number but they are experiencing problems with their telephone service as they have no dial tone.	9/17/2015	Customer Care referred the customer to their telephone service provider to check the lines regarding no dial tone and also advised the customer of the crackling noise on the line. Customer was satisfied.	External Complaints - Miscellaneous
239119	10/26/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	10/26/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call

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691822	11/6/2015		HCO	Jenn	Jenn	*Customer stated when reaching the Relay Service the OPRs are accusing the customer of typing before they send a "GA". Customer stated the Supervisors are on the OPRs side and the customer is looking into using another Relay Service.	11/6/2015	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 regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
146495	11/12/2015	9170	TTY	Dan	Dan	*Customer stated the OPR lectured them on waiting for the "GA".	11/20/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which could not locate the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous
70034420	12/10/2015	9357	HCO	Carey	Carey	*Customer stated that the OPR interfered with their call by instructing the HCO user to wait for the GA before beginning to type their response. Customer stated that they were not typing before the GA was sent.	1/13/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the OPR processing the call followed proper procedure when instructing a customer to wait for the GA to be typed. Information was forwarded to management, but the CA did not receive refresher training. Customer did not request notification.	Service Complaints - Miscellaneous
2054774	2/22/2016		TTY	Jenn	Jenn	Customer stated when using Relay they are unable to connect properly to a phone number that can be reached by other people not using Relay.	2/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Technical determined the operator was able to connect, but that they received a busy signal. Customer was notified.	Technical Complaints - Miscellaneous
331957	2/26/2016		HCO	Janelle	Janelle	*Customer stated the OPR did not follow policy/procedure.	2/26/2016	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 regards to the call the customer was referring to. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
160427-000101	4/27/2016		Voice	Dan	Dan	Customer stated the CA was interfering with their call.	4/27/2016	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 regards to the call the customer was referring to.	Service Complaints - Miscellaneous

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June 2015 - May 2016

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160527-000093	5/27/2016		HCO	Tyna	Tyna	Customer stated OPRs and Supervisor are typing and confusing inbound and outbound conversation.	5/31/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; technical determined the OPR followed proper procedure.	Service Complaints - Miscellaneous
160531-000105	5/31/2016		HCO	Dan	Dan	Customer stated they are being told they are typing when they are not.	5/31/2016	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 regards to the call the customer was referring to. Customer Care forwarded the information to the Nevada Outreach Coordinator to assist the customer in resolving the issue.	Service Complaints - Miscellaneous