



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Rhode Island Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick RI 02888
(401) 941-4500

June 22, 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 Rhode Island Public Utilities 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 1001 12th Street, Aurora, NE 68818, is under contract with the State of Rhode Island to provide Telecommunications Relay Service.

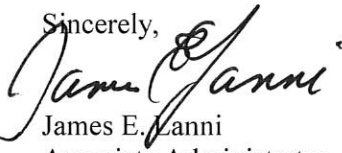
Hamilton tracks all complaints and all other customer service activity for the State of Rhode Island. Rhode Island's complaint summary is associated with complaints related to FCC TRS rules.

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.

Rhode Island Relay has received a total of five complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through May 31, 2016.

Please feel free to contact me at 401-780-2120 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink that reads "James E. Nanni". The signature is written in a cursive style with a large, sweeping initial "J".

James E. Nanni
Associate Administrator
for Operations and Consumer Affairs

Rhode Island Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
416572	6/26/2015		Carey	Carey	Customer stated that when attempting to place a call to their sister they are unable to get through.	6/26/2015	Customer Care confirmed that the customer is able to reach Relay and the CA is able to successfully place the call; however, the issue is occurring when attempting to reach their sister's telephone line as there is no answer and calls go straight to voicemail. This occurs when calling through Relay and when calling directly. Customer Care referred the customer to their telephone service provider regarding the issue. Customer was satisfied.	External Complaints - Miscellaneous
527350	1/7/2016		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	1/7/2016	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
450064	1/13/2016		Tyna	Tyna	Customer stated when calling a VCO user through Relay their profile information is not showing to the CA.	1/22/2016	Customer Care verified the customer and was able to determine the profile is set up correctly. Customer Care placed several test calls to the VCO customer and verified that the VCO profile is appearing in the workstation. The call automatically connected in VCO and the test call was successful. Customer Care explained that it may take 1 or 2 seconds for the VCO connection to be made. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2LYCO Problem
946914	1/29/2016		Janelle	Janelle	Customer stated the CA did not follow policy/procedure.	1/29/2016	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

Rhode Island Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
969582	1/29/2016		Janelle	Janelle	Customer was transferred to Customer Care to report an issue.	1/29/2016	Customer Care was unable to hear customer and advised customer to check their phone's connectivity and to contact their telephone service provider in case there was a connection issue or outage. Due to no response, Customer Care disconnected.	Service Complaints - Miscellaneous

Rhode Island CapTel FCC Complaint Report 6/1/2015 to 5/31/2016

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
					There were no CapTel complaints in violation of FCC standards from June, 2015 to May, 2016.				