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## Georgia Public Service Commission

(404) 656-4501 June 12, 2019  
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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, 2018 through May 31, 2019  
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 15 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2018 through May 31, 2019. 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 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Tonika Starks, TRS Administrator

# Georgia Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180625-000032	06/25/2018 12:46 PM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	06/25/2018 12:47 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180629-000012	06/29/2018 10:34 AM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	06/29/2018 10:35 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180802-000026	08/02/2018 01:07 PM		Mary	Mary	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	08/02/2018 01:18 PM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous
180802-000042	08/02/2018 03:02 PM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	08/02/2018 03:03 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180809-000067	08/09/2018 04:01 PM		Mary	Mary	Customer stated they are unable to place calls from their prison facility through Relay.	08/10/2018 10:25 AM	Customer Care apologized and provided troubleshooting tips; which were unsuccessful. Customer Care acquired the call detail information. Information was forwarded to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Long Distance/Billing Issues
180910-000048	09/10/2018 03:32 PM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	09/10/2018 03:33 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous



# Georgia Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180914-000021	09/14/2018 12:00 PM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	09/14/2018 12:00 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181011-000104	10/11/2018 05:43 PM		Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	10/11/2018 05:44 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181015-000130	10/15/2018 05:44 PM		Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	10/15/2018 05:46 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181016-000047	10/16/2018 11:54 AM		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	10/16/2018 11:58 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181109-000017	11/09/2018 11:09 AM		Mary	Mary	Customer stated when they call a specific business through STS Relay, the other party does not cooperate with the CA and does not follow the call process.	11/09/2018 11:28 AM	Customer Care apologized, explained the CA's role during the call process and advised the customer to speak with management at the specific business. Customer was satisfied.	External Complaints	Miscellaneous

# Georgia Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 to May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181204-000078	12/04/2018 06:28 PM		Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the CA did not identify themselves and the customer's voice was not muted during the call.	12/10/2018 09:22 AM	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	STS Call Handling Problems
181205-000018	12/05/2018 10:31 AM		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	12/05/2018 10:32 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190115-000063	01/15/2019 03:14 PM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	01/15/2019 03:16 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190502-000003	05/02/2019 10:59 AM		Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	05/02/2019 11:02 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous



# Georgia CapTel FCC Complaint Report 6/1/2018 to 5/31/2019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1018012	05/23/2019 09:40am	CapTel	Service	12163	Customer reported inaccurate captions on a call.	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. 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 reporting action taken and offered further follow-up assistance, if desired.	05/29/2019 10:20am	Over 48 hours	TA