

BRIAN SANDOVAL
Governor



RICHARD WHITLEY, MS
Director

DENA SCHMIDT
Administrator

DEPARTMENT OF HEALTH AND HUMAN SERVICES
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June 27, 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 June 1, 2017 through May 31, 2018
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 1006 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 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.

Relay Nevada has received a total of 8 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017 through May 31, 2018. In addition, Relay Nevada has received a total of 2 CTS complaints in violation of FCC minimum standards for the same time period.

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 Nevada 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170617-000013	6/17/2017		HCO	Tyna	Tyna	~Customer asked OPR for information on their profile and was told it was not there.	6/19/2017	Customer Care verified the customer and confirmed information was listed in profile notes. Customer Care confirmed with OPR/Supervisor that information was not appearing at workstation. Customer Care apologized and advised information would be forwarded to technical department. Information was updated in the profile which resolved the issue. Customer was satisfied.	Technical Complaints	Miscellaneous
170808-000039	8/8/2017		HCO	Mary	Mary	~Customer stated the Supervisor released their call improperly.	8/18/2017	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 regard to the call the customer was referring to.	Service Complaints	Improper Use of Call Release
170814-000046	8/14/2017	3033	HCO	Tyna	Tyna	~Customer stated the OPR did not follow policy/procedure.	8/15/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
170822-000021	8/22/2017		HCO	Tyna	Tyna	~Customer stated the OPRs were not voicing their type correctly.	8/22/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	OPR Accuracy /Spelling/ Verbatim
171018-000058	10/18/2017	9434	TTY	Tyna	Tyna	Customer stated the Relay OPR and Supervisor did not handle their call properly.	10/26/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR/Supervisor followed proper procedure. The OPR/Supervisor did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
171026-000081	10/26/2017		HCO	Jenn	Jenn	Customer stated they were receiving garble during the call.	10/26/2017	Customer Care provided several troubleshooting tips for clearing garble during a call. Customer disconnected.	Technical Complaints	Garbling

Relay Nevada 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
180214-000021	2/14/2018		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	2/14/2018	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180224-000010	2/24/2018		HCO	Dan	Dan	Customer stated the OPR did not follow policy/procedure.	2/24/2018	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	Didn't Follow Policy/Procedure

Nevada 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
797732	06/15/2017 02:21pm	CapTel	Service	N/A	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800.	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 24 Hours	EJ
797707	06/15/2017 02:32pm	Phone	Service	N/A	Customer reported experiencing difficulties connecting with a captionist when using the 840.	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 24 Hours	MMo