

CG Docket No. 03-123

**ANNUAL LOG SUMMARY OF
CONSUMER COMPLAINTS
CONCERNING TRS**

**The Virginia Department for
the Deaf and Hard of Hearing
&
*Virginia Relay***

June 1, 2015 – May 31, 2016





COMMONWEALTH of VIRGINIA

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Director

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June 27, 2016

Office of the Secretary
Federal Communications Commission
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Washington, DC 20554

Section § 51.5-115 of the *Code of Virginia* designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the agency for the provision and oversight of Telecommunication Relay Services (TRS) within the Commonwealth of Virginia. On behalf of VDDHH, Virginia Relay, and the Virginia Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning Virginia Relay services for the period June 1, 2015 through May 31, 2016.

During the reporting period, 47 TRS customer contacts were identified as complaints, 9 of which were considered FCC reportable. During the same reporting period, 14 service commendations were received.

The current log also includes consumer feedback for Captioned Telephone Services (CTS) for this same period. For the current reporting period, 2 complaints were received and considered FCC reportable. During the same reporting period, 6 service commendations were received. CTS consumer complaint data is presented separately.

Thank you for the opportunity to forward this summary of consumer feedback; we hope you find it beneficial. Questions concerning this submission should be directed to the VDDHH Deputy Director, Eric H. Raff, eric.raff@vddhh.virginia.gov. You can also reach him via VP at 804-404-9090.

Sincerely,

A handwritten signature in blue ink that reads "Ronald L. Lanier".

Ronald L. Lanier

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June 1, 2015 – May 31, 2016

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Annual Virginia Consumer Complaint Logs:

Attachment A	Virginia TRS Complaint Log Summary (AT&T)
Attachment B	Virginia TRS Complaint Log Summary (Hamilton)
Attachment C	Virginia CTS Complaint Log Summary (Hamilton)

Telecommunications Relay Services

During the reporting period, AT&T served as the TRS provider from June 1, 2015 through July 31, 2015. With a new TRS contract effective August 1, 2015, Hamilton Relay served as the TRS provider for the remainder of the reporting period.

Receipt of Consumer Comments and Methodology

Currently, Virginia Relay consumers provide comments on services through three basic avenues. Feedback is received directly by Hamilton, directly by VDDHH, or indirectly through the Virginia Relay Advisory Council and the statewide VDDHH Outreach network.

Hamilton receives consumer TRS and STS consumer comments directly through:

- Virginia Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- Virginia TRS Account Manager lauren.cramer@hamiltonrelay.com
- Virginia TRS Outreach Coordinator paul.stuessy@hamiltonrelay.com
- Communication Assistants (CA) and their Supervisors
- Hamilton National Relay Website www.hamiltonrelay.com
- Consumer Correspondence

VDDHH receives TRS and STS consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- Virginia Relay Website www.varelay.org
- Virginia Relay Facebook Page www.facebook.com/VirginiaRelay
- VDDHH Customer Service E-mail Address frontdesk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users.
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

All consumer feedback including input from the Council and Outreach staff is tracked by Hamilton and is reported seven days a week to VDDHH. Any complaints directly related to CA performance are routed to a center Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then provided if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is required and monitored by VDDHH. In addition, the Virginia State

Corporation Commission is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all daily consumer contacts are maintained by VDDHH and reconciled to the monthly Consumer Service Summary provided by Hamilton Relay. VDDHH will investigate any unresolved complaints not indicating resolution during the month in question. All log entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 666 TRS consumer contacts were received and reported. Of this number, 47 contacts were identified as complaints, 9 of which were considered to be a violation of federal minimum standards.

Alleged Violations of the Federal Minimum Standards

Transparency	6
Confidentiality	0
Verbatim Relay of Call (Accuracy)	1
In Call Replacement	0
Answer Speed (Waiting Time)	1
Typing Speed	1
Gender Accommodation	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency	4	1			1		
Confidentiality							
Verbatim				1			
In Call Replace							
Answer Speed	1						
Typing Speed					1		
Gender Accommodation							

The AT&T Virginia TRS Consumer Complaint Log Summary appears as Attachment A.
 The Hamilton Virginia TRS Consumer Complaint Log Summary appears as Attachment B.

Captioned Telephone Relay Services (CTS)

Hamilton Relay is the current captioned telephone service provider for Virginia. We are in the sixth year of our contract, with options to extend the contract through March 31, 2018.

Receipt of Consumer Comments and Methodology

Virginia CTS consumers can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/CTI, directly by VDDHH, or indirectly through the Virginia Relay Advisory Council and the statewide VDDHH Outreach network. Our Relay Council currently includes a member representing CapTel users.

Hamilton Relay receives CTS consumer comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager lauren.cramer@hamiltonrelay.com
- Virginia CapTel Outreach Coordinator frazelle.hampton@hamiltonrelay.com
- Consumer Correspondence

VDDHH receives CTS consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- Virginia Relay Website www.varelay.org
- Virginia Relay Facebook Page www.facebook.com/VirginiaRelay
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives CTS consumer comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay consumers.
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

All CTS consumer comments are provided to VDDHH by Hamilton on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of Captioned Telephone Consumer Complaints

For the current FCC reporting period, 108 CTS consumer contacts were received and reported through Hamilton customer service. During this time period, 2 contacts were considered complaints.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	2
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim					2		
In Call Replace							
Answer Speed							
Typing Speed							

The Annual Virginia CTS Consumer Complaint Log Summary appears as Attachment C.