



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING
P.O. BOX 45301, OLYMPIA, WASHINGTON 98504-5301

June 30, 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 Washington Office of the Deaf and Hard of Hearing 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 Washington to provide Telecommunications Relay Service. Hamilton Relay began providing Telecommunications Relay Service to Washington on July 1, 2015. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of Washington. Washington'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 with the exception of two equal access complaints in which the carrier involved is still working to become a carrier through relay.

Of the 33 total complaints in Washington, 19 of them were expressed from a VCO relay user who has had difficulty with our procedures and processes. Customer Service personnel and Hamilton Relay Management have spoken with this user on several occasions to assist, but this customer still does not fully understand Hamilton Relay policy and procedures. Customer Service will continue to work with this relay user.

Please feel free to contact me at 360-339-7762 V/VP or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Steven Peck, CPM
TRS Program Manager
Aging and Long-Term Support Administration
Office of the Deaf and Hard of Hearing

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
831210	7/4/2015		Tyna	Tyna	*Customer stated their profile was to reflect a typing speed of 40-45 wpm.	7/4/2015	Customer Care verified the customer and was not able to locate a slow typing restriction, apologized to the customer and offered to set the typing restriction on profile. Customer did not want slow typing feature and inquired about typing speeds. Customer was not happy with Hamilton Relay and requested to speak to a Supervisor. Customer Care began to provide information and customer became verbally abusive. Customer Care disconnected call due to abuse.	Service Complaints - Miscellaneous
7049513	7/6/2015		Tyna	Tyna	*Customer stated the typing feature they have set is not working properly and they do not need slow typing.	7/10/2015	Customer Care apologized and offered to remove the typing setting from their profile. Customer refused and is very upset. The customer wants to be notified what can be done about the OPR's typing to them. Customer Care offered to forward information to management and attempted to gather information, but customer refused to provide any information and disconnected.	Service Complaints - Miscellaneous
579408	7/16/2015		Steven	Steven	Customer filed a complaint with the TRS Program Manager stating that they received a call through Relay and the OPR did not provide a contact number to reach the person who called them through Relay.	7/22/2015	Washington Relay Program Manager apologized and attempted to gather call details; however the customer was unable to provide any details regarding the call. Washington Relay Program Manager 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
5008927	7/18/2015		Carey	Carey	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	9/12/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 89.5% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
503184	7/22/2015		Tyna	Tyna	Customer stated they were unsatisfied with Hamilton Relay Service.	7/22/2015	Customer Care attempted to gather information but customer refused to provide call details and disconnected.	Service Complaints - Miscellaneous
530767	7/22/2015		Tyna	Tyna	*Customer called with multiple complaints against the Relay.	7/22/2015	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
148784	7/23/2015		Jenn	Jenn	*Customer stated several of their Relay calls were disconnected during the conversation.	7/23/2015	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.	Technical Complaints - Miscellaneous
147380	7/25/2015		Dan	Dan	Customer stated that when they are calling their mother, sometimes the call is not going through.	8/4/2015	Customer Care apologized and advised information would be forwarded to the technical department; which discovered there were no calls at that time placed by the customer through Relay. Customer was notified.	Technical Complaints - Miscellaneous
519844	7/29/2015		Tyna	Tyna	*Customer stated when attempting to make a long distance call they are receiving a recording that states service is temporarily disconnected.	7/29/2015	Customer Care apologized and verified the information showing in the customer's profile for their long distance provider. Customer Care stated the message is an OPR generated message from their service provider and referred the customer to Comcast. Customer was satisfied.	External Complaints - Miscellaneous

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
178343	7/30/2015		Jenn	Jenn	*Customer inquiring why the type they are receiving will be slow then all of the sudden come across the screen really fast. Customer stated this did not happen with previous provider.	9/1/2015	Customer Care apologized and forwarded information. The technical department was unable to discover anything on the customer's call that would be causing the typing to switch speeds in the middle of the call. Customer Care is attempting to get back in contact with the customer in regards to settings with their device and what can be done so they receive the typing properly through Relay. Customer Care offered several way to adjust the typing speed, by checking the settings on their equipment or by setting slow typing speed in their profile. Customer declined any of the suggestions made by Customer Care. Customer disconnected.	Technical Complaints - Miscellaneous
294074	8/12/2015		Dan	Dan	*Customer stated they have been unable to place a long distance call through Relay.		Customer Care confirmed that the correct long distance carrier is set in the profile. Customer stated they had a technician from their telephone service provider check their lines and there is no issue with their long distance service. The issue is only occurring when placing a call through Relay; which may be due to an issue with the carrier code set in the profile. Customer stated that they will have their telephone service provider contact Customer Care to ensure that Relay has the correct carrier code in our system. Customer Care set up a temporary work around to allow the customer to place long distance calls until this issue has been resolved. Customer Care contacted Comcast and verified the profile has been set correctly, but customer is still having an issue. Customer Care attempting to work with Comcast to get a technical contact for test calls to occur. As of 5/31/2016 there has been no test calls processed with Comcast.	Technical Complaints - Long Distance/Billing Issues

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
125611	8/15/2015		Carey	Carey	Customer stated they have been unable to place a long distance call through the Relay.		Customer Care determined that the customer is using a VoIP provider. Customer Care offered a temporary work around profile to allow the customer to place long distance calls. Profile was implemented and customer was satisfied.	Technical Complaints - Long Distance/Billing Issues
700528	8/30/2015		Mary	Mary	Customer stated that they are sometimes unable to reach a TTY user through Relay.	8/30/2015	Customer Care was able to determine the customer is using a mobile service out of Oregon. Dialing 7-1-1 when located within the state of Washington could cause a connection issue with identifying to Relay appropriately. Customer provided the toll-free number for Oregon Relay and referred the customer to their mobile service provider for further assistance if the problem persists. Customer was satisfied.	External Complaints - Miscellaneous
739267	9/4/2015		Dan	Dan	Customer stated they received a bill from Sprint for a long distance call and they do not have service with Sprint.	9/4/2015	Customer Care apologized and discovered the customer did not have a profile with Relay. Customer Care offered to set up a profile for the customer; which customer refused. Customer Care requested a copy of the bill to forward to management for possible reimbursement. Customer Care provided the mailing address and fax number for the location. Customer was satisfied. As of 9/30/2015 Relay has not received a copy of the bill.	Technical Complaints - Long Distance/Billing Issues
5055774	9/9/2015		Dan	Dan	Customer stated they were receiving a lot of spelling errors from OPRs during their calls. Customer suggested refresher training on spelling.	9/9/2015	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 - OPR Accuracy/Spelling/Verbatim
934791	9/14/2015		Dan	Dan	Customer stated they have been receiving calls from a number and inquired if the number was one associated with the Washington Relay.	9/14/2015	Customer Care advised the number is not associated with the Washington Relay. Customer was satisfied.	External Complaints - Miscellaneous

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
391631	9/27/2015	9273	Jennifer	Jennifer	*Customer stated the OPR did not keep them informed during their call.	9/28/2015	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 - OPR Didn't Keep User Informed
418145	9/27/2015	9365	Jennifer	Jennifer	*Customer stated the OPR did not keep them informed during their call.	9/28/2015	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 - OPR Didn't Keep User Informed
418150	9/27/2015	9267	Jennifer	Jennifer	*Customer stated the OPR did not follow policy/procedure.	9/28/2015	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 - OPR Didn't Keep User Informed
701159	9/29/2015	1428	Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure.	10/9/2015	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
746135	9/29/2015	4050	Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure. Customer stated that the OPR did not type the good bye from the voice user.	9/29/2015	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

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
158346	10/7/2015		Dan	Dan	Customer's spouse stated they received a bill from Sprint when they do not have telephone service through Sprint.	10/7/2015	Customer Care determined the customer did not have a profile set up. Customer Care gathered the customer's information and forwarded it to the technical department. Profile was implemented. Customer Care also advised the customer they could submit a copy of their bill for possible reimbursement. Customer was satisfied. As of 10/31/2015 a copy of the bill has not been received by Relay.	Technical Complaints - Long Distance/Billing Issues
834644	10/12/2015		Dan	Dan	*Customer stated the OPR typed that the party had hung up in the middle of the call and was upset that this occurred.	10/12/2015	Customer Care explained to the customer that the Relay cannot control if someone decides to disconnect or hang up in the middle, but Relay is required to let you know as soon as it occurs. Customer became abusive and then disconnected.	External Complaints - Miscellaneous
887374	10/19/2015		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/3/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
691275	11/6/2015		Jenn	Jenn	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/6/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer got angry, said never mind, and disconnected. The Relay answered 97.3% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
328306	1/14/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/14/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 89.7% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
614961	1/31/2016		Tyna	Tyna	Customer stated when calling a Relay user they are getting a recording "mailbox has not been set up by the subscriber."	1/31/2016	Customer Care explained this is an operator generated recording with the telephone service provider and the Relay user had not set up their voicemail. Customer Care advised this was not a recording from the Relay. Customer was satisfied.	External Complaints - Miscellaneous

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
121373	2/18/2016		Carey	Carey	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/18/2016	Customer Care apologized to the customer and attempted to assist them; however, the customer began cursing at the Customer Care representative and then disconnected. All calls were answered within 96.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
663550	3/10/2016		Janelle	Janelle	Customer stated they were in the process of filing a complaint with the FCC against Hamilton Relay and 5 other companies.	3/11/2016	Customer Care obtained complaint and contact information and forwarded the information to Management. Customer Care provided numerous solutions to meet the individuals needs. Customer has not responded.	Service Complaints - Miscellaneous
591156	3/24/2016	9075	Carey	Carey	*Customer stated the OPR did not follow policy/procedure.	3/25/2016	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 that the OPR did follow correct procedure. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
160421-000085	4/21/2016		Tyna	Tyna	A prison official inquired about calls being made by deaf inmates from their facility.	4/21/2016	Customer Care explained how calls are made through Relay and explained how a profile is set up to determine how calls are billed for a prison facility. The prison official did not have the originating number but stated an inmate was unable to call through Relay and was asked for a bill method. Customer Care explained how calls are billed. Prison official understood and stated would look into their facility. There has been no further contact from this facility.	External Complaints - Miscellaneous
160518-000094	5/18/2016		Jenn	Jenn	Customer stated a CA typed "thank you" at the beginning of their call with no greeting provided.	5/18/2016	Customer Care attempted to gather information; however customer disconnected.	Service Complaints - Miscellaneous

Washington Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

CG Docket No. 03-123

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160519-000032	5/19/2016		Carey	Carey	Customer stated that they are experiencing an issue with their telephone lines not working properly. Customer stated they are unable to place or receive calls and someone from their telephone company is scheduled to come to the customer's home; however, the customer is not satisfied with the time of the appointment.	5/19/2016	Customer Care referred the customer to their telephone service provider regarding the issue. Customer disconnected.	External Complaints - Miscellaneous

Washington CapTel FCC Complaint Report 7/1/2015 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	Rep. Initials
652256	01/14/2016 06:20pm	CapTel	Service	N/A	Customer reported inaccurate captions on the CapTel 840, but did not have specific call detail.	CSR thanked the customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action to coach the CA captioning the call. CSR followed up to see if the customer had specifics we could take action on. Customer gave word examples, but did not have the time or date of a call. CSR explained how captions are created and corrections inserted. Customer did say she saw corrections in brackets. Customer thanked the CSR for information provided.	01/27/2016 05:40pm	CR
666015	03/08/2016 07:54pm	CapTel	Service	N/A	The customer reported seeing inaccurate captions on the CapTel 840 in 2-Line mode.	CSR apologized for the incident and thanked the customer for bringing their experience to our attention. CSR inquired about the details of the call so it could be sent to the call center, but the customer did not wish to share any information to identify the call. CSR advised the customer if they wish for us to take specific action on their behalf, identifying the call would allow us to do so. The customer stated they just wanted to discuss their experience and thanked the CSR. The CSR also discussed their set up to be sure there were no contributing factors.	03/09/2016 09:06pm	MCW