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STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

PUBLIC UTILITIES COMMISSION
89 Jefferson Boulevard
Warwick, Rhode Island 02888
(401) 941-4500

Chairperson Margaret E. Curran
Commissioner Herbert F. DeSimone
Commissioner Marion S. Gold

June 20, 2017

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: TRS Consumer Complaint Log Summaries for June 1, 2016 through May 31, 2017
CG DOCKET NO. 03-123

Dear Ms. Dortch:

The Rhode Island Public Utilities Commission respectfully submits the enclosed complaint logs in connection with the provisioning of Telecommunications Relay Service (TRS) pursuant to Section 64.604(c)(1)(ii) of the Federal Communications Commission's (FCC) rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, provided Telecommunications Relay Service to Rhode Island for the period June 1, 2016 through November 30, 2016. Sprint, of P.O. Box 219530, Kansas City, MO, took over the contract for Rhode Island on December 1, 2016 and provides relay services for RI to date.

As mandated by the FCC, both Hamilton & Sprint have maintained a log of all consumer complaints that allege a violation of the federal minimum standards for TRS and a summary of those complaints are included in the enclosed reports. Hamilton received three (3) complaints during the time period June 1, 2016 through November 30, 2016 and all have been resolved. Sprint did not receive any complaints during their time frame of December 1, 2016 through May 31, 2017. Also, there were no CapTel complaints received by either vendor during the 12-month period from June 1, 2016 through May 31, 2017.

Please feel free to contact me at (401) 780-2157 with any questions regarding the above.

Sincerely,

Sharon Colby Camara

Sharon Colby Camara
RI Relay Contract Administrator

Enclosures

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List ABCDE

RI Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - November 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160603-000062	06/03/2016 01:45 PM		Dan	Dan	Customer stated they were receiving a lot of garble during the call.	06/03/2016 02:03 PM	Customer Care provided several tips for clearing garble during a call. Customer also inquired if anyone could look at their equipment. Customer Care referred the customer to Adaptive Telephone Equipment Loan Program and provided the telephone number. Customer was satisfied.	Technical Complaints	Garbling
160819-000082	08/19/2016 09:35 PM		Erica	Erica	Customer stated they have been receiving suspicious telephone calls through the relay.	08/19/2016 09:35 PM	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
161103-000015	11/03/2016 09:31 AM	9241	Janelle	Janelle	Customer stated the CA did not follow policy/procedure.	11/04/2016 10:50 AM	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.	Service Complaints	Didn't Follow Policy/Procedure

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Rhode Island CapTel FCC Complaint Report 6/1/2016 to 11/30/2016

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, 2016 to November, 2016.				

Sprint
Accessibility

Rhode Island FCC Complaint Log

2016 - 2017

Complaint Tracking for RI (06/01/2016-05/31/2017). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Date Generated: Fri, Jun. 2nd, 2017 @ 11:03:26 AM CT