



Department of Public Health and Human Services

Disability Employment & Transitions Division ♦ Montana Telecommunications Access Program
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Steve Bullock, Governor

Richard H. Opper, Director

June 16, 2016

Received & Inspected

JUN 22 2016

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

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FCC Mail Room

RE: TRS Consumer Complaint Log Summaries for June 1, 2015 through May 31, 2016
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Montana Telecommunications Access Program (MTAP) 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 (MTAP) to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the Montana Relay Service. Montana'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.

Montana Relay has received a total of 4 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through May 31, 2016.

Please feel free to contact me at 406-444-4290 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Barbara Varnum, MS, CRC
Director/Montana Telecommunications Access Program
bvarnum@mt.gov

No. of Copies rec'd 0
List ABCDE

Montana CapTel FCC Complaint Report 6/1/2015 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	Time Completed	Rep. Initials
						There were no CapTel complaints in violation of FCC standards from June, 2015 to May, 2016.			

Montana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
212534	8/4/2015		TTY	Scott	Scott	Customer stated the CA did not follow policy/procedure.	9/12/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified that the customer called into Relay multiple times during the time period reported. Customer Care has attempted to follow up with the customer for further call details to determine the CA that processed the call. Customer Care reached a voicemail and left a TTY message for the customer. There has been no further contact from the customer.	Service Complaints - Didn't Follow Policy/Procedure
863040	8/24/2015		Voice	Tyna	Tyna	Customer stated a number is calling them and when they call the number back it reaches Relay at 711.	8/24/2015	Customer Care discovered the number calling the customer has an area code of 711. Customer Care explained Relay and why the customer reached Relay when dialing back to the number. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
498011	12/3/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through the Relay.	12/3/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
491413	3/22/2016		Voice	Tyna	Tyna	Representative stated unable to dial 7-1-1 from their office setting.	3/22/2016	Customer Care was able to identify when dialing an outside line 9 is needed to place an outgoing call. Customer Care referred the caller to their telephone provider and explained they may use the toll-free access number to reach Relay. Customer was satisfied.	External Complaints - Miscellaneous