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June 21, 2016

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, 2015 through May 31, 2016
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Georgia Public Service Commission 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 Georgia to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Georgia. Georgia'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.

Georgia Relay has received a total of 17 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 404-657-4990 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Tonika Starks, TRS Administrator

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Georgia Relay 2015-2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
722895	6/5/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	6/5/2015	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
968602	6/8/2015	9169	Tyna	Tyna	Customer inquired if a call they received was made through STS since there was not a CA on the line.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Give CA Number
536953	7/6/2015		Tyna	Tyna	Customer stated two calls were made to their telephone number and there was no indication of a CA on either call.	8/24/2015	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 to. Customer was notified.	Service Complaints - Miscellaneous
844034	7/21/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls.	7/21/2015	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
632220	8/11/2015		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls.	8/11/2015	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

Georgia Relay 2015-2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
854773	8/17/2015		Tyna	Tyna	Customer stated the CA did not follow policy/procedure.	8/21/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which was unable to locate the call. There were no records of calls on this day from the Originating numbers provided. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
453579	9/7/2015	9075	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated that the CA did not revoice during the call and did not identify Relay.	9/12/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
808116	9/14/2015		Tyna	Tyna	Customer stated when dialing a specific number they reach Relay and neither them nor the person they are calling is deaf/hard of hearing.	9/14/2015	Customer Care explained that it appears there is some call forwarding feature that could be set incorrectly. Customer Care suggested attempting to reach their party an alternate way to notify them their number could not be dialed. Customer understood.	External Complaints - Miscellaneous
630414	9/22/2015		Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	9/22/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.7% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
266914	10/24/2015		Jenn	Jenn	Customer had an AT&T operator on the line with them and stated they are having issues placing long distance calls only when dialing through Relay.	10/24/2015	Customer Care verified the customer and checked the profile. Customer Care reset profile information and requested the customer place a test call. There has been no further contact with the customer.	Technical Complaints - Miscellaneous
386425	12/24/2015		Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	12/24/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous

Georgia Relay 2015-2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
574789	1/27/2016		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	1/27/2016	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service 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
9021419	2/16/2016		Dan	Dan	Customer stated they are receiving calls to their number and are not getting a response.	2/16/2016	Customer Care advised the customer that this may be individuals calling the customer without using Relay. Customer Care referred the customer to their telephone service provider to locate information on what numbers are calling them. Customer understood.	External Complaints - Miscellaneous
694331	2/23/2016		Janelle	Janelle	Customer stated they were receiving a busy signal when dialing 7-1-1 with their TTY.	2/23/2016	Customer Care successfully test called 7-1-1. Customer Care advised customer to try a test call with another telephone. Customer disconnected.	External Complaints - Miscellaneous
994458	2/28/2016		Carey	Carey	Customer stated that they attempted to call a TTY user through Relay and they are reaching a recording stating that the number has been disconnected or is no longer in service.	2/28/2016	Customer Care explained that the recording is an operator generated recording from the telephone company. Customer Care referred the customer to the telephone service provider for additional information. Customer understood.	External Complaints - Miscellaneous
498461	3/29/2016		Carey	Carey	Representative from an Inmate Telephone Provider stated that inmates are unable to place calls to a toll free number when calling through Relay.	3/31/2016	Customer Care Manager worked with provider to resolve issue. Problem was with prisons ANI into digit setting. Problem was resolved and customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
160503-000089	5/3/2016		Dan	Dan	Customer stated they reached a recording when attempting to dial a Relay user and inquired about why the recording was reached.	5/3/2016	Customer Care explained operator-generated recordings and referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous

Georgia 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 Comp	Rep. Initials
						There were no CapTel complaints in violation of FCC standards from June, 2015 to May, 2016.			