

Louisiana Public Service Commission



POST OFFICE BOX 91154
BATON ROUGE, LOUISIANA 70821-9154
www.lpsc.louisiana.gov

Telephone: (225) 342-4427

COMMISSIONERS

Mike Francis, Chairman
District IV
Foster L. Campbell, Vice Chairman
District V
Lambert C. Boissiere III
District III
Eric F. Skrmetta
District I
Craig Greene
District II

BRANDON M. FREY
Executive Secretary

KATHRYN H. BOWMAN
Executive Counsel

JOHNNY E. SNELMGROVE, JR
Deputy Undersecretary

July 19, 2019

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, 2018
through May 31, 2019 CG DOCKET NO. 03-123**

Dear Ms. Dortch,

The Louisiana Relay Administration Board (RAB) 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 1006 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Louisiana. Louisiana's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint which originates via a toll-free telephone number, e-mail, web-site, in person, in writing or via Live Chat. We strive to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

Louisiana Relay Service has received a total of 19 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2018 through May 31, 2019. In

Page 2 of 2

addition, Louisiana Relay Service has received a total of 0 CTS complaints in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 225-342-4427 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Brandon M. Frey
Louisiana Relay Administration Board

Louisiana Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180601-000014	06/01/2018 11:44 AM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	06/01/2018 11:49 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180615-000045	06/15/2018 04:29 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	06/15/2018 04:31 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180828-000052	08/28/2018 05:06 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	08/28/2018 05:08 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180917-000057	09/17/2018 04:51 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	09/17/2018 04:53 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180924-000017	09/24/2018 10:38 AM		TTY	Mary	Mary	Customer stated they were receiving a lot of garble during the call.	09/24/2018 05:39 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
181016-000037	10/16/2018 11:26 AM		TTY	Tyna	Tyna	Customer stated they were receiving a lot of garble during Relay calls.	10/16/2018 11:40 AM	Customer Care provided several tips for clearing garble during calls. Customer understood.	Technical Complaints	Garbling
181105-000158	11/05/2018 05:54 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	11/05/2018 05:57 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous

Louisiana Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190106-000009	01/06/2019 02:08 PM	1222	TTY	Jacob	Jacob	Customer stated that the CA does not voice the messages verbatim for TTY User.	01/14/2019 07:47 PM	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 regard to this issue. Customer was satisfied.	Service Complaints	CA Accuracy/Spelling/Verbatim
190109-000059	01/09/2019 03:01 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	01/09/2019 03:04 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190128-000000	01/28/2019 07:14 AM		Voice	Celeste	Tyna	Customer stated issues with CAs avoiding their calls and requested prior calls looked into.	01/28/2019 08:15 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
190129-052829	01/29/2019 05:51 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	01/29/2019 05:53 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190131-000021	01/31/2019 11:36 AM		STS	Tyna	Tyna	*Customer made general complaints against the Relay supervisors and CAs.	01/31/2019 11:36 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous

Louisiana Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190201-000003	02/01/2019 08:44 AM		STS	Tyna	Tyna	Customer stated the CAs and Supervisors need to understand how they spell their letters.	02/01/2019 09:16 AM	Customer Care attempted to obtain call detail information; which was unsuccessful. Customer refused to provide information or respond to the CA/Supervisor. Call was disconnected due to no response.	Service Complaints	Miscellaneous
190226-000010	02/26/2019 09:59 AM		STS	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	02/26/2019 10:05 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 to.	Service Complaints	STS Call Handling Problems
190318-000006	03/18/2019 10:19 AM		STS	Tyna	Tyna	*Customer made complaints against the STS CAs and Supervisor.	03/18/2019 10:29 AM	Customer Care apologized and attempted to obtain call detail information; which was unsuccessful. Customer refused to provide any information and disconnected. There has been no further contact from the customer.	Service Complaints	Miscellaneous
190323-000012	03/23/2019 12:59 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	03/23/2019 01:03 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
190423-000016	04/23/2019 11:57 AM		Voice	Jacob	Jacob	Customer stated the CA did not follow policy/procedure.	04/23/2019 12:20 PM	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.	Service Complaints	Didn't Follow Policy/Procedure

Louisiana Relay 2018 - 2019 FCC TRS Complaint Report June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
190425-000035	04/25/2019 02:57 PM		Voice	Dan	Dan	Customer requested information regarding a call placed through Relay.	04/25/2019 03:00 PM	Customer Care explained Hamilton Company Policy and the FCC rules prohibit us from disclosing or discussing any persons usage of the service. No records are kept of conversations. Customer Care explained that disclosing any information we do retain would require a court order. At that time call information may be released to the Court. Customer understood.	External Complaints	Miscellaneous
190503-000032	05/03/2019 05:22 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	05/03/2019 05:26 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous

Louisiana CapTel FCC Complaint Report 6/1/2018 to 5/31/2019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
There were no CapTel complaints in violation of FCC standards from June, 2018 to May, 2019.									