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June 24, 2016

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FCC Mail Room

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 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 1001 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 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 one External Complaint - Miscellaneous.

Louisiana Relay Service has received a total of 53 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through May 31, 2016.

Of the 53 total complaints in Louisiana, 30 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Care personnel have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Care will continue to work with this relay user.

Please feel free to contact me at 337-298-0498 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Karen V. Babineaux
Karen V. Babineaux

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Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

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Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
853899	7/30/2015		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls.	7/30/2015	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
601775	8/2/2015		Ryan	Carey	Customer stated that when calling into the Relay there is a bad connection with the CA.	9/12/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Technical was unable to locate any calls from this customer at the times provided. There were no reports of connection issues on this day. Customer was notified.	Technical Complaints - Miscellaneous
147543	8/23/2015		Tyna	Tyna	Customer stated the CA dialed the incorrect number. Customer asked if they would be billed for the incorrectly dialed call.	8/23/2015	Customer Care apologized and requested a copy of the bill be sent to Louisiana Relay for possible reimbursement. Customer Care 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. As of 5/31/2016 no bill has been received from the customer.	Service Complaints - Miscellaneous
690168	8/24/2015		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls but not sure if through the relay.	8/24/2015	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

Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
423848	9/3/2015		Ryan	Carey	Customer stated that the CA informed them that their call was restricted and the customer inquired why that would be. Customer did not provide any further call details regarding the call.	9/12/2015	Customer Care determined that there are no restrictions set on the customer's telephone number through Relay. Customer Care attempted to call the customer back to gather more information regarding this issue. There was no answer from the customer and no way to leave a message. There has been no further contact from the customer.	External Complaints - Miscellaneous
574304	9/10/2015		Jenn	Jenn	Customer stated they were not informed the calls they were making were long distance calls and have incurred long distance charges on their phone bill.	9/10/2015	Customer Care attempted to gather call information and explain how calls are identified through Relay. Customer disconnected before any information could be given.	Technical Complaints - Long Distance/Billing Issues
844026	9/25/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
850293	9/25/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
853075	9/25/2015		Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls through Relay.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
876658	9/25/2015		Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
175993	10/16/2015		Tyna	Tyna	*Customer's brother called regarding reason why the user has been restricted from Relay.	10/16/2015	Customer Care explained the user's access to Relay was restricted by the Louisiana Relay Administration Board due to misuse of Relay. Customer Care explained same information and referred them to the Relay Administration Board.	Service Complaints - Miscellaneous

Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
819703	10/19/2015	1215F	Dan	Dan	Customer stated when they called into Relay, they were providing a number to dial and the CA kept asking the customer to repeat.	11/3/2015	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; which discovered there was static on the line and the CA could not hear the customer voicing their number. Customer was notified.	Service Complaints - Miscellaneous
333434	10/27/2015		Ryan	Dan	Customer stated the CA dialed a long distance number by mistake. Customer declined to provide call details, but wanted the charge reimbursed.	12/25/2015	Customer Care left a message explaining that a copy of the bill would need to be submitted and provided the address and fax number to send it to. Customer Care requested the customer call back to confirm receipt of the message. Customer called back on 04/13/2016 and advised Customer Care the issue was worked out with their telephone service provider.	Service Complaints - CA Misdialed Number
6075721	11/16/2015	5239FT	Dan	Dan	Customer stated their party hung up on them because they were hearing TTY tones through the phone line.	11/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and followed the proper procedure. The technical department discovered an issue with the workstation; which was promptly resolved. Customer was satisfied.	Technical Complaints - Miscellaneous
378453	12/21/2015	9133	Tyna	Tyna	*Customer stated the CA did not follow policy/procedure.	12/24/2015	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 Follow Policy/Procedure
458762	12/22/2015		Janelle	Janelle	*Customer stated CAs do a good job, however the customer feels that CAs are intentionally misunderstanding the customer in order to provoke them and get them upset.	12/22/2015	Customer Care advised customer that this complaint would be noted. Customer was satisfied.	Service Complaints - Miscellaneous



Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Op #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
524665	12/29/2015	9004 & Supervisor	Carey	Carey	*Customer stated the Supervisor did not follow policy/procedure. Customer requested to be transferred to Customer Care and the Supervisor refused. Customer also stated the CA is speaking quietly in an attempt to frustrate the customer.	12/31/2015	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. Management confirmed that the CA and Supervisor followed proper procedure as the customer refused to provide a number to dial.	Service Complaints - Didn't Follow Policy/Procedure
100834	12/30/2015		Carey	Carey	*Customer stated that the STS CAs do not understand when they ask to be transferred to Customer Care. Customer was unable to provide call details. Customer requested the toll free access number to call Customer Care directly.	12/30/2015	Customer Care apologized and advised that the information would be forwarded to management. Customer Care explained that the customer can request a Supervisor to get another CA on the line if they would like. Customer Care also provided the toll free access number to reach Customer Care directly. Customer was satisfied.	Service Complaints - Miscellaneous
2065645	1/1/2016		Carey	Carey	*Customer stated that the CAs are not understanding them.	1/1/2016	Customer Care apologized and acquired call detail information. Customer Care advised information will be forwarded to management; however, the Customer had a lot of background noise on his line which made it difficult for the CA and Customer Care to hear and understand the customer. Customer Care explained that the excessive amount of background noise will limit the CAs ability to hear and understand the customer. Customer understood.	Service Complaints - Miscellaneous
503425	1/3/2016		Janelle	Janelle	*Customer stated that the CA did not read their profile.	1/3/2016	Customer disconnected before Customer Care was able to obtain CAs number. Customer Care was unable to follow up on the issue without call details.	Service Complaints - Miscellaneous
941436	1/5/2016		Tyna	Tyna	*Customer feels there is something going on with CAs not understanding them and supervisors not getting anyone to help the CAs.	1/5/2016	Customer Care apologized and advised would forward their complaint to management. Customer stated they are fed up with Relay and supervisors. Customer Care again apologized and advised would forward their issues to management. Customer disconnected.	Service Complaints - Miscellaneous

Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
4033199	1/5/2016	1140FT	Dan	Dan	Customer stated they provided the number they wished to dial twice and CA was unable to hear them. Customer stated a Supervisor also got on the line and was unable to hear them.	2/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined noise or a poor audio connection caused this issue. Customer was satisfied.	Technical Complaints - Miscellaneous
513335	1/6/2016		Jacob	Jacob	*Customer stated their STS call was handled improperly. Customer feels like the CAs do not understand them on purpose. Customer requested a call back.	1/16/2016	Customer Care left message for customer stating that the 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 too. Customer was notified.	Service Complaints - STS Call Handling Problems
254434	1/16/2016		Carey	Carey	Customer stated that during their call they were no longer receiving typing from the CA. Customer stated that the term was able to hear the VCO user; however, the VCO user was not receiving the typing and it seemed as though the connection was lost.	1/16/2016	Customer stated that they believe the error was a technical issue and not a CA error. Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered an issue with the workstation. Technical resolved the issue promptly and the customer was notified.	Technical Complaints - Tech Issues VCO/2LVCO Problem
829084	1/22/2016		Jenn	Jenn	Customer stated the CA dialed the incorrect number.	1/22/2016	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 - CA Misdialed Number
5008068	1/22/2016	9004	Janelle	Janelle	*Customer stated the CA did not follow policy/procedure.	2/1/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified that the CA had processed this call properly. Information was forwarded to management but the CA did not receive refresher training. Customer did not want to receive notification.	Service Complaints - Didn't Follow Policy/Procedure

Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
675163	1/26/2016		Carey	Carey	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	1/26/2016	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 - STS Call Handling Problems
435851	1/28/2016	1193	Tyna	Tyna	Customer stated the CA dialed the incorrect number.	1/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the CA did dial the incorrect number. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - CA Miscalled Number
601663	2/3/2016		Janelle	Janelle	*Customer stated several concerns and complaints with STS Relay service.	2/3/2016	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
395734	2/4/2016	1134FT	Dan	Dan	Customer stated that the CA took too long to type out a recording. Customer also stated they spoke to a supervisor who had indicated there may have been a technical issue.	2/16/2016	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 - CA Typing Speed
857434	2/5/2016		Carey	Carey	*Customer stated that they believe there is an issue with one CA's headset, which makes it difficult to understand the CA. Customer was unable to provide any further details regarding this.	2/5/2016	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

Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
947373	2/28/2016		Carey	Carey	*Customer stated that they believe the CA processing their call needs a new headset, because there was some static on the line.	2/28/2016	Customer Care advised that the information would be forwarded to management and also suggested that the customer contact their telephone service provider as the static may be due to interference on their telephone line. Management / technical determined that there were no issues regarding the CA equipment. Customer was satisfied.	Technical Complaints - Miscellaneous
230115	3/14/2016	9004	Tyna	Tyna	*Customer stated the CA did not follow policy/procedure.	3/14/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but no information could be located in regards to the call the customer was referring too. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
465526	3/18/2016	1334	Janelle	Janelle	Customer stated CA could not hear customer.	3/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Technical did not discover any issues with the workstation, or the CA's headset. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
296930	3/22/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly.	3/22/2016	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 - STS Call Handling Problems
1009859	3/25/2016		Tyna	Tyna	*Customer stated the CAs are being stupid and not reading their profile.	3/25/2016	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 disconnected.	Service Complaints - Miscellaneous
1083864	3/25/2016	9004	Tyna	Tyna	*Customer stated the CA 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 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 Follow Policy/Procedure

Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
270459	3/29/2016	9374	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the CA and the Supervisor were not able to understand them, which made it difficult to converse with the person calling them.	3/31/2016	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
5082607	3/31/2016	9025	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA would not revoke or respond to the customer.	4/11/2016	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 disconnected.	Service Complaints - STS Call Handling Problems
160407-000012	4/7/2016		Carey	Carey	* Customer stated that things are different with Relay and they did not like the changes.	4/7/2016	Customer Care attempted to gather more details from the customer; however, the customer refused to provide any further information. Customer requested to speak to the manager. Customer Care transferred the call to the Customer Care Manager. Customer Care Manager fielded the call but the customer just revoked previous concerns.	Service Complaints - Miscellaneous
160411-000037	4/11/2016		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that most of the OPRs pretend that they are unable to understand the customer.	4/11/2016	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
160418-000047	4/18/2016	Sup Mary	Dan	Dan	*Customer stated the Supervisor did not follow policy/procedure.	4/19/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had been on the call. Information was forwarded to management, which determined the Supervisor followed proper procedure in regards to this issue.	Service Complaints - Didn't Follow Policy/Procedure
160420-000004	4/20/2016		Carey	Carey	* Customer stated their STS call was handled improperly. Customer refused to provide call details.	4/20/2016	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

Louisiana Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Op #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160425-000007	4/25/2016		Janelle	Janelle	*Customer stated they were upset that CA asked them if the number they were calling from was the customer's number.	4/25/2016	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

Louisiana 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.									