

# Louisiana Public Service Commission



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July 6, 2018

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2017 through May 31, 2018  
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 12<sup>th</sup> 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.

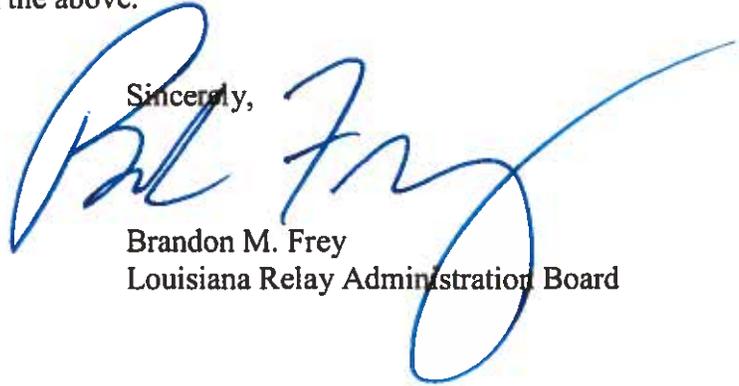
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Louisiana Relay Service has received a total of 16 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017 through May 31, 2018. In addition,

Louisiana Relay Service has received a total of 1 CTS complaint 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,

A handwritten signature in blue ink, appearing to read "Brandon M. Frey", is written over the typed name and title. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Brandon M. Frey  
Louisiana Relay Administration Board

# Louisiana Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

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
170607-000027	6/7/2017		TTY	Mary	Mary	Customer stated they were receiving a lot of garbage during the call.	6/7/2017	Customer Care attempted to provide assistance. Customer disconnected before assistance could be provided.	Technical Complaints	Garbling
170712-000075	7/12/2017	1396	VCO	Erica	Erica	Customer stated the CA dialed the incorrect number.	7/14/2017	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 Misdialed Number
170713-000056	7/13/2017		Voice	Tyna	Tyna	Customer requested CA to repeat the last message the called party had typed which the CA and supervisor refused.	8/1/2017	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 determined the CA and supervisor followed proper procedure. The CA and Supervisor did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous
170829-000042	8/29/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	8/29/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
170908-000026	9/8/2017		TTY	Jenn	Jenn	Customer stated the CA provided the incorrect information.	9/8/2017	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 Gave Wrong Information
170910-000028	9/10/2017		Voice	Tyna	Tyna	Customer stated when attempting to reach a TTY user they are receiving a recorded message and TTY user is also unable to make outgoing calls.	9/10/2017	Customer Care explained an operator generated recording and referred the customer to the telephone service provider regarding the telephone lines. Customer was satisfied.	External Complaints	Miscellaneous
170912-000068	9/12/2017		TTY	Mary	Mary	Customer stated a retail business had their address wrong.	9/12/2017	Customer Care apologized and referred the customer to the retail business. Customer understood.	External Complaints	Miscellaneous

# Louisiana Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

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
170920-000017	9/20/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	9/20/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
170921-000068	9/21/2017		TTY	Dan	Dan	Customer stated they have been experiencing technical issues with the TTY mode on their iPhone since the iOS 11 update.	9/21/2017	Customer Care referred the customer to their cellular service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
170921-000087	9/21/2017		TTY	Erica	Erica	Customer stated they were receiving a lot of garble during the call.	9/21/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
170925-000008	9/25/2017		Email	Tyna	Tyna	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	9/26/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 93.7% within 10 seconds for the day.	Technical Complaints	Long Hold Time/ Disconnect
171016-000022	10/16/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the relay.	10/16/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171016-000124	10/16/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the relay.	10/16/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171031-000184	10/31/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	10/31/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171127-000047	11/27/2017		Voice	Mary	Mary	Customer stated when placing a long distance call through Relay, the line is busy.	11/27/2017	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

# Louisiana Relay 2017 - 2018 FCC TRS Complaint Report

## June 2017 - May 2018

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
171222-000947	12/22/2017	1247 FT	TTY	Dan	Dan	Customer stated the CA provided the incorrect information.	12/22/2017	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	CA Gave Wrong Information

# Louisiana CapTel FCC Complaint Report 6/1/2017 to 5/31/2018

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
828144	09/20/2017 05:40pm	CapTel	Service	10555	Customer reported seeing "(Speaker breaking up)" eighteen times in a row during a call on the CapTel 840PLUS.	CSR apologized and gathered details. CSR's investigation revealed the CA had documented a trouble ticket for the call in question regarding this incidence. The 2 parties reconnected with each other on a new call as they each had been disconnected due to the poor connection. The CA did not manually end the call. CSR called customer to follow up and share details on what was found.	09/27/2017 01:08pm	Over 48 hours	SM