State of New Mexico Commission for Deaf & Hard of Hearing
Albuquerque | 505 Marquette NW, Suite 1550 | Albuquerque, NM 87102
V: 505.383.6530 | VP: 505.435.9319 | Fax: 505.383.6533
Las Cruces | 2407 W. Picacho, Suite A-103 | Las Cruces, NM 88007
V: 575.525.1036 | TTY: 575.525.1027 | VP: 575.541.3403
Toll-Free: 1.800.489.8536 | Website: www.cdhh.state.nm.us

Susana Martinez, Governor

G. Nathan Gomme, Executive Director

Received & Inspected
JUL 05 2016
FCC Mail Room
DOCKET FILE COPY ORIGINAL

June 27, 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 New Mexico Commission for Deaf and Hard of Hearing Persons 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 New Mexico to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of New Mexico. New Mexico'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 equal access complaint in which the carrier involved is still working to become a carrier through relay.

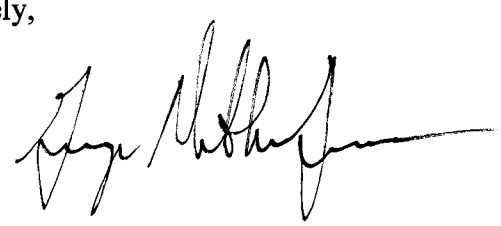
Relay New Mexico has received a total of 15 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through May 31, 2016.

Of the 15 total complaints in New Mexico, 9 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.

No. of Copies rec'd 0
List ABCDE

Please feel free to contact me at (505)814-7480 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



George Nathan Gomme

Executive Director New Mexico Commission for Deaf and Hard of Hearing

New Mexico 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.				

Relay New Mexico 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
2045905	6/11/2015	9128	STS	Jacob	Jacob	*Customer stated the CA was rude and hung up on them.	7/1/2015	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 too. Customer was notified.	Service Complaints - CA Hung Up on Caller
530603	6/16/2015	9156	STS	Scott	Scott	*Customer stated the CA projected an air of annoyance on the call.	7/1/2015	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 too. Customer was notified.	Service Complaints - Miscellaneous
530362	6/16/2015		STS	Scott	Scott	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	9/14/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 88% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
583548	6/18/2015		STS	Tyna	Tyna	*Customer wanted to advise that the Tracphone Wireless does not allow use of 7-1-1.	6/18/2015	Customer Care referred the customer to the FCC to file a complaint and provided their toll-free access number. Customer was satisfied.	External Complaints - Miscellaneous
7065234	6/19/2015		Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly. The CAs do a little as possible. Customer refused to provide call details and customer line disconnected.	6/19/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
450080	6/21/2015		Voice	Lonita	Lonita	*Customer complained that AT&T is no longer offering Relay Services.	6/22/2015	Customer Care explained that as of July 31, 2015 AT&T is no longer offering Relay Services.	External Complaints - Miscellaneous
450076	6/21/2015		Voice	Lonita	Lonita	Customer complained that the CA did not stay on the line when connecting the call with Customer Care.	6/22/2015	Customer was calling as a voice user, through TRS rather than using STS. Customer Care explained that voice to voice calls are transferred to Customer Care and the CA would drop off the line after transferring the call. Customer Care explained that the CA did follow the appropriate procedure. Customer disconnected before any further details could be obtained.	Service Complaints - Miscellaneous

Relay New Mexico 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
1064478	6/25/2015		STS	Jenn	Jenn	Customer stated that Directory Assistance hung up on them multiple times and would not provide the information requested.	6/25/2015	Customer Care apologized and referred the customer to their telephone provider to report issues with Directory Assistance in their area. Customer requested their concern also be forwarded to Relay management; which information was forwarded. Customer was satisfied.	External Complaints - Miscellaneous
795896	7/14/2015		Voice	Dan	Dan	*Customer inquired about the status of AT&T Relay service.	7/14/2015	Customer Care explained that as of July 31, 2015 AT&T is no longer offering Relay Services.	External Complaints - Miscellaneous
578691	9/26/2015		Voice	Tyna	Tyna	*Customer stated their STS calls are being handled improperly. Customer refused to provide specific call details.	9/26/2015	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 too. Customer was notified.	Service Complaints - STS call Handling Problems
836358	10/8/2015		Voice	Tyna	Tyna	Customer stated when placing calls through the Relay it is not being billed to their long distance provider.		Customer Care verified the customer and reviewed the profile which was set incorrectly. Customer Care apologized and requested the customer send copies of their long distance bill for further review. Customer called back and stated AT&T reimbursed them for their charges. Relay set temporary profile correctly. As of April 30, 2016 there has been no further follow up with the provider.	Technical Complaints - Long Distance/Billing Issues
581664	10/19/2015		STS	Brandon	Brandon	*Customer stated when attempting to place a call through Relay they reach a recording stating "invalid jurisdiction".	10/19/2015	Customer Care determined the recording is operator generated through the telephone service provider. Customer Care was unable to follow up with customer as no contact information was provided. Customer Care placed calls to both numbers and reached a busy signal and the other number just rang with no answer. There has been no further contact from the customer.	External Complaints - Miscellaneous

Relay New Mexico 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
459382	10/20/2015		Email	Carey	Carey	Customer stated they are unable to place a long distance call through Relay.	11/23/2015	Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. As of April 20, 2016 Windstream is still not participating with Relay.	Technical Complaints - Carrier Choice not Available
571519	3/7/2016		VCO	Jenn	Jenn	Customer stated they heard a noise on their line.	3/7/2016	Customer Care attempted to gather information then customer stated they no longer heard the noise, thanked Customer Care, and disconnected.	External Complaints - Miscellaneous
846583	3/17/2016		VCO	Dan	Dan	Customer stated they were hearing noises on the telephone line when using their VCO and CapTel device.	3/17/2016	Customer Care referred the customer to their telephone service provider for assistance. Customer was satisfied.	External Complaints - Miscellaneous