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June 15, 2015

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Marlene H. Dortch
Office of the Secretary
Federal Communication Commission
445 12th Street, SW
Washington, DC 20554

Re: TRS Consumer Complaint Log Summaries for June 1, 2014 through May 31, 2015
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 64.60 (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 activities for the State of Georgia. Georgia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- Didn't Follow Voice Mail/Recording Procedure
- Fraudulent/Harassment Call
- Miscellaneous Service Complaints
- 711 Problems

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.

In the Miscellaneous External and fraudulent/Harassment Call categories, you will find a complaint that we believe to be associated with the fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls from originating from an international IP address from accessing the relay.

Georgia Relay has received a total of 19 complaints in violation of the FCC mandatory minimum standards for the time period June 1, 2014 through May 31, 2015.

Please feel free to contact myself at 404-657-4990 or Dixie Zigler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "T or Sk".

Tonika Starks
Utilities Regulatory Specialist
TRS Coordinator
Georgia Public Service Commission

Georgia Relay 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
360512	7/5/2014		Carey	Carey	Customer was transferred to Customer Service; however, Customer Service was unable to hear the VCO user.	7/11/2014	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the CA processing the call did not transfer the call correctly and this was the reason they could not be heard by Customer Care. Information was forwarded to management and CA was re-trained on how to transfer a call to Customer Care. Customer was notified.	Technical Complaints - Tech Issues VCO/2LVCO Problem
144412	7/21/2014		Tyna	Tyna	Customer requested a long distance carrier that is not a participating long distance carrier with the Relay.	7/21/2014	Customer Service discovered the provider was a VoIP provider and explained in order to connect properly to Relay customer would want to use 7-1-1. Customer Service contacted the service provider and gave the correct translation code for 7-1-1. Customer was satisfied.	Technical Complaints - Carrier Choice not Available
633033	7/31/2014		Tyna	Tyna	Customer was calling on behalf of their mother. Customer stated when their mother is placing a long distance call through Relay it will not go through; they receive a message call could not be completed.	7/31/2014	Customer Service verified customer and verified the profile was set to the correct long distance carrier. Customer Service suggested attempting another call and referred the customer to their mother's long distance service provider for further assistance. Customer was satisfied.	Technical Complaints - Miscellaneous
375805	8/4/2014	6207	Jon	Jon	Customer stated the CA hung up on them. Customer refused to provide call details.	8/18/2014	Customer Service 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
786592	8/8/2014		Dawn	Dawn	Customer stated they are receiving a message that states their call cannot be completed as dialed. Customer is attempting to process this call through a prison facility.	8/29/2014	Customer Service verified there are restrictions placed on this number through Relay. Customer Service explained the reason the message could be received and referred the customer to their telephone service provide. Customer stated they would call back if further assistance was needed. There has been no further contact from the customer.	External Complaints - Miscellaneous
886498	8/17/2014		Tyna	Tyna	Customer stated they have been unable to place a long distance call through Relay as they continue to receive a recorded message stating the call cannot be dialed.	8/17/2014	Customer Service reviewed the profile and confirmed that the profile information is set up properly. Customer Service discovered that the message is an OPR generated recording and referred the customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
311282	9/2/2014		Tina	Tina	Customer stated they have been receiving suspicious telephone calls through Relay.	9/2/2014	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

Georgia Relay 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
876745	9/5/2014		Tyna	Tyna	Customer stated their STS call was handled improperly. The CA did not allow the customer a chance to respond to their question about voicing and the party calling was confused on the call.	9/5/2014	Customer Service 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 Care verified the customer's profile was set correctly. Customer was notified.	Service Complaints - STS call Handling Problems
262113	9/30/2014		Carey	Carey	Customer stated their STS call was handled improperly. Customer stated that the CAs are not always voicing. Customer stated the other party will interrupt and the CA will fade into the background and will not continue voicing for the STS user.	9/30/2014	Customer Service 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 Care verified the customer's profile was set correctly. Customer was notified.	Service Complaints - STS call Handling Problems
298913	10/4/2014	9162	Scott	Scott	Customer stated the CA did not follow policy/procedure. Customer stated the CA did not provide the correct language to notify them they could leave a message.	10/5/2014	Customer Care apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
858428	10/17/2014		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	10/17/2014	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
592800	10/21/2014		Tyna	Tyna	Representative from a Prison/inmate facility stated they have been unable to place a long distance call through Relay. Representative requested to speak to Customer Care Supervisor.	11/20/2014	Customer Care apologized and stated the Supervisor was not available but would return a call. Customer Care Supervisor returned a call; left a message. Relay technical department and the representative have been able to process a successful test call.	Technical Complaints - Long Distance/Billing Issues
227512	11/12/2014		Dawn	Dawn	Customer stated they were no longer connecting to Relay when dialing 7-1-1.	11/12/2014	Customer Care referred the customer to contact their telephone service provider to ensure that 7-1-1 was properly translated in their area. Customer stated they had moved and did not have this issue before. Customer Care offered to assist the customer with any test calls or speaking to their provider. Customer stated they would call their provider and call back to Relay if further assistance was required. Customer was satisfied and there has been no further contact from the customer.	Technical Complaints - Tech Issues 7-1-1 Problem

Georgia Relay 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
310916	1/12/2015		Dawn	Dawn	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/27/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.9% within 30 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
903183	1/14/2015		Tyna	Tyna	Customer stated they have had several issues with CAs asking for a long distance provider when they should show Bell South as the long distance provider.	1/14/2015	Customer Care verified the customer and discovered their long distance carrier of choice was not appearing correctly in their profile. Customer Care verified the customer and updated the profile. Customer was notified.	Service Complaints - Miscellaneous
565910	2/3/2015		Tyna	Tyna	Customer stated their STS call was handled improperly the CA did not offer to revoice the entire call for the customer but the customer was not able to provide the CA identification number.	2/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered there were no calls from the customer through Relay on this day. Customer was notified.	Service Complaints - STS call Handling Problems
700860	2/5/2015	9040	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated that the CA does not revoice for the customer and doesn't follow instructions.	2/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
883336	2/19/2015		Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/23/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98.9% within 30 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
381916	5/11/2015		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	5/11/2015	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