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September 3, 2015

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

Re: **Supplement** to TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014
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

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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 6 complaints in violation of the FCC mandatory minimum standards for the time period June 1, 2013 through May 31, 2014.

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,

TSL

Tonika Starks
Utilities Regulatory Specialist
TRS Coordinator
Georgia Public Service Commission

Supplement to Georgia Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
881660	2/14/2014 16:22		Voice	Belinda	Customer stated that on several different occasions the CA did not provide their CA number during the call. Customer stated the CAs should be refreshed on their procedures.	2/25/2014	Customer Service apologized and stated the information would be forwarded to management, but without a CA number or call details the Relay would be unable to counsel the specific CA. Customer understood. Information was added to CA refresher training.	Service Complaints - Didn't Give CA Number
980653	9/11/2013 15:30		TTY	Ellis	Customer stated their call appears as long distance even though it should be local.	1/20/2014	Customer Service forwarded information to technical. Customer Service recommended the customer contact their phone company for questions in regards to their bill. The technical department discovered that the call the customer placed was a long distance call and the customer was notified.	Technical Complaints - Long Distance/Billing Issues
6067553	10/18/2013 22:00		VCO	Monika	Customer stated they received charges for a long distance call that they did not place.	12/12/2013	Customer Service was attempting to gather call information when the customer disconnected. Customer Service did not have complete contact information for Customer Service to return a call.	Technical Complaints - Long Distance/Billing Issues
334705	4/22/2014 20:21		VCO	Dawn	Customer stated they have been unable to place a long distance call through the relay.	4/23/2014	Customer Service determined customer was profiled correctly and directed the customer to their long distance provider for further assistance. Customer understand.	Technical Complaints - Long Distance/Billing Issues
621032	4/23/2014 9:47		Voice	Carey	Representative from AT&T Uverse called to report that they have a customer who has been unable to place a long distance call through the Relay when using 7-1-1.	4/23/2014	Customer Service explained how the 7-1-1 translation number works for VoIP providers and provided the correct 7-1-1 translation number. Representative understood and stated that they will share that information with their Technical Team to ensure the 7-1-1 translation number is set up properly. Customer was satisfied.	Technical Complaints - Long Distance/Billing Issues
334128	4/22/2014 20:13		VCO	Dawn	Customer Service was able to hear the VCO customer, but the customer would not reply to Customer Service typing.	4/23/2014	Customer disconnected without providing any additional information.	Technical Complaints - Miscellaneous

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website: www.hamiltonrelay.com
e-mail: info@hamiltonrelay.com

September 2, 2015

Tonika Starks
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701

RE: Supplement to TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014

CG DOCKET NO. 03-123

Dear Tonika,

While performing a routine investigation of our reporting data, we discovered an error in the reports that were pulled for the 2014 Annual FCC Complaint Log Summary in which several categories did not pull for the **June 1, 2013 to May 31, 2014** time period.

Attached please find those complaints that did not pull in the original report. We recommend that your office file this as a supplement to your 2014 FCC Complaint Log Summary.

We have added an additional explicit check to our reporting process to make sure that complaints pull properly for future reports. We have also confirmed that the 2015 Complaint Log Summary was accurate.

We apologize for any inconvenience this may have caused.

Please let us know if you have any questions.

Sincerely,

Beth

Beth Slough
National TRS Contract Manager, Hamilton Relay

enclosure