



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Rhode Island Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick RI 02888
(401) 941-4500

June 19, 2015

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
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 Rhode Island Public Utilities Commission 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 Rhode Island to provide Telecommunications Relay Service.

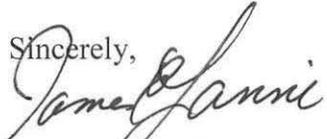
Hamilton tracks all complaints and all other customer service activity for the State of Rhode Island. Rhode Island's complaint summary is associated with complaints related to FCC TRS rules.

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.

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

Please feel free to contact me at 401-780-2120 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script that reads "James E. Lanni". The signature is written in black ink and is positioned above the printed name.

James E. Lanni
Associate Administrator
for Operations and Consumer Affairs

Rhode Island 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
725619	11/20/2014		Tyna	Tyna	Customer stated that during their call the connection mode changed and they were unable to complete their call. Customer would not provide any further call details.	11/20/2014	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 - Tech Issues VCO/2LVCO Problem
382490	12/20/2014		Tyna	Tyna	Customer stated when attempting to call a friend through Relay, the call was connecting to AT&T and disconnecting.	12/20/2014	Customer Care placed a test call to the person they were calling; which was successful. Customer stated they will try their call again. Customer disconnected before Customer Care could offer further assistance.	Technical Complaints - Tech Issues 7-1-1 Problem
245323	12/30/2014		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through Relay.	12/30/2014	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

Rhode Island CapTel FCC Complaint Report 6/1/2014 to 5/31/2015

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, 2014 to May, 2015.				