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STATE OF HAWAII
PUBLIC UTILITIES COMMISSION
DEPARTMENT OF BUDGET AND FINANCE
465 S. KING STREET, #103
HONOLULU, HAWAII 96813

June 26, 2002

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

Dear Ms. Dortch:

Subject: Telecommunications Relay Services (TRS)
Consumer Complaints Log for the Period,
June 1, 2001 to May 31, 2002

As required by CC Docket No. 98-67, the State of Hawaii Public Utilities Commission (Hawaii PUC) is submitting its annual TRS consumer complaints log regarding complaints received from consumers relating to the provision of TRS in the State of Hawaii (State). The TRS complaints described in our submittal below covers the 12-month period, June 1, 2001 to May 31, 2002. As required by Federal Communications Commission (FCC) requirements, the Hawaii PUC's TRS consumer complaints log submittal includes the following minimum required information:

1. The date each complaint was filed;
2. The nature of each complaint;
3. The date of resolution of each complaint; and
4. An explanation of the resolution of each complaint.

TRS Complaints Received by the Hawaii PUC

The Hawaii PUC did not receive any complaints from consumers relating to the provision of TRS in the State for the period June 1, 2001 to May 31, 2002.

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TRS Complaints Received by the State of Hawaii Department of Commerce and Consumer Affairs, Division of Consumer Advocacy (Division)

The Division did not receive any complaints from consumers relating to the provision of TRS in the State for the period June 1, 2001 to May 31, 2002.

TRS Complaints Received by Hawaii's TRS Provider, Verizon Hawaii

Hawaii's TRS provider, Verizon Hawaii, received a total of three complaints from consumers relating to the provision of TRS in the State for the period June 1, 2001 to May 31, 2002. Verizon Hawaii has forwarded the information to the Hawaii PUC for inclusion in our submittal to the FCC. The three complaints as reported by Verizon Hawaii are as follows:

Complaint #1:

Date of Complaint: November 19, 2001

**Name of Complainant
and Title (if disclosed):** Ted Takai, Manager – Royal Adventure Travel

**Date Referral to TRS
Provider (if applicable):** November 19, 2001

**Nature of Complaint
(describe):** Ted Takai was upset that the TTY Communications Assistant (CA) repeats verbatim, any profane language from the calling party. One of Mr. Takai's agents received a call from a deaf customer using the Telecommunications Relay Service (TRS). The deaf customer's language contained a number of swear words. Although the operator apologized to the agent each time before relaying the profanity, Mr. Takai felt the CA should not have continued the call.

He disagrees with the requirement that the CA must communicate verbatim, what is being passed from the calling party to them.

**Date of Resolution of
Complaint:**

November 19, 2001

**Explanation of
Resolution:**

Diane Aniya, Customer Service supervisor, assisted Mr. Takai with his complaint. Ms. Aniya explained the requirements that Verizon must comply with regarding TRS relay service. Federal rules prohibit the CA from censoring what the customer wants to relay to provide service parity for the deaf, hard of hearing and speech disabled relay users. TTY users use the relay service to communicate with non-TTY users, thus the CA must relay exactly what is typed. Mr. Takai disagreed with the policy and feels it is unacceptable.

Ms. Aniya explained that a hearing person is under no obligation to remain on the line with a TTY customer. Mr. Takai confirmed he has a policy for his agents not to take any abuse when dealing with offensive or belligerent customers.

Ms. Aniya advised him that his complaint would be documented as all TRS complaints are filed according to the processes established by the PUC and FCC. Ms. Aniya also offered to contact the Verizon Hawaii Nuisance Call Bureau should there be repeated complaints on the calling party. Mr. Takai feels Verizon should have the rules changed and said he sympathized with the CA for having to say the swear words.

Complaint #2:

Date of Complaint: March 18, 2002

**Name of Complainant
and Title (if disclosed):** Cheryl Kaster

**Date Referral to TRS
Provider (if applicable):** March 18, 2002

**Nature of Complaint
(describe):** Cheryl Kaster said she could not get through to 711 using her Verizon Wireless phone. When 711 was dialed, she reached a recording.

**Date of Resolution of
Complaint:** March 19, 2002

Explanation of Resolution: On March, 18, 2002, Pam Pang, TRS trainer, was notified that Ms. Kaster could not get through to 711 using her Verizon Wireless phone. Pam made a test call from another Verizon Wireless phone and reached the same recording. A trouble call was made with Verizon Wireless reporting the no access to 711 condition.

On March 19, 2002, Verizon Wireless reported the trouble originated in a switch translation and the correction was made. Ms. Kaster was notified about the Verizon Wireless network correction and expressed satisfaction when she successfully connected to 711 from her wireless phone.

Complaint #3:

Date of Complaint: April 22, 2002

**Name of Complainant
and Title (if disclosed):** Kristine Pagano

**Date Referral to TRS
Provider (if applicable):** April 22, 2002

**Nature of Complaint
(describe):**

Kristine Pagano said a TRS Communications Assistant (CA) used inappropriate language to handle her call to her travel agent. The travel agent's answering machine was reached when the CA placed the call. During the call, Ms. Pagano felt the CA should have used better language in their communication with her. For example, she explained that the CA typed a couple of questions, "well didn't you get the message I typed q q g a" and "did u want to lv a msg q". Ms. Pagano said other CAs use language to convey better service tones, such as "Wud u like to lv a msg q".

**Date of Resolution of
Complaint:** April 24, 2002

Explanation of Resolution: Mrs. Rose Parker, the Customer Service supervisor for the TRS CA, responded to Ms. Pagano's complaint by email.

Mrs. Parker indicated that she had met with the CA to review the complaint and spent time coaching the CA on the words that should be used when relaying to a deaf

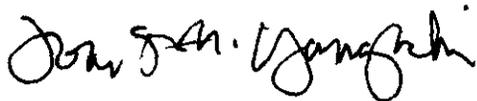
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customer and the importance of excellent customer service. Mrs. Parker shared that the CA apologized and learned a valuable lesson. The CA understands how using proper language conveys better customer service.

Ms. Pagano sent an email reply on April 24, 2002 to Mrs. Parker expressing appreciation for her response to her complaint and said TRS has made her life a little easier.

If you have any questions regarding this matter, please feel free to contact me via e-mail at <Hawaii_PUC@exec.state.hi.us> or by telephone at (808) 586-2020.

Very truly yours,



Joan M. Yamaguchi
Administrative Director

JY:AK:eh

c: Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 5-C212
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