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Federal Communications Commission
Office of the Secretary

June 24, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

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Dana Jackson
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room CY-C417
Washington DC 20554
Dana.Jackson@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005
CG Docket 03-123

Dear Ms. Dortch and Ms. Jackson,

The Idaho Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Idaho to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Idaho. The State of Idaho's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breech
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems

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List ABCDE

- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. 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 several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear if the calls that generated these complaints came through the relay centers that process Idaho relay calls. However, the State of Idaho wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 208-846-8371 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Bob Dunbar
Idaho TRS Administrator

Idaho Relay Complaint Report

6/1/04 to 5/31/05

External Complaints– Miscellaneous

Inquire Date 8/16/04
Record ID 7332
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 8/16/04
Resolution 8/16/04

Customer wanted a number to complain about a hotel in Idaho.

Customer Service explained what the relay does and went on line to locate a number for Idaho Access. Customer Service gave the customer that number and explained that perhaps someone there could help him/her. Customer was satisfied.

External Complaints– Miscellaneous

Inquire Date 1/28/05
Record ID 8341
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham/Wayne Heinerman
Response Date 1/28/05
Resolution 2/17/05

Customer is having trouble placing a call from his home number to his cell phone number. Customer wants to know why this would be a long distance call when he is in his local calling area for his telephone. Customer also stated that the cell phone is not identifying to the relay correctly and it comes in as a tower number from US Cellular instead of the customer's number.

Customer Service called and spoke with the cell phone company and found that just the 833 exchange should be local. Customer Service put the technical department in contact with the cell phone company. Customer understood. Since this time, Custer Telephone has become a participating provider and Custer Telephone cell phone tower issue was resolved.

External Complaints— Miscellaneous

Inquire Date 1/21/05
Record ID 8342
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham/Wayne Heinerman
Response Date 1/25/05
Resolution 4/14/05

Customer has been in contact with the relay several times in regards to Prison system numbers. Customer states that a prison inmate is still having trouble placing a call and is receiving an international calling message from MCI. The prison technician would like to speak to the relay technician about this issue.

Customer Service gave this information to the relay technician. According to technical records, calls were going through and there was not a problem. The recording that is being generated is on MCI's end of the call, so the customer would need to contact MCI. Customer understood.

External Complaints– Miscellaneous

Inquire Date 4/12/05
Record ID 8874
Call Taken By Supervisor
CA Number
Responded By Chris B.
Response Date 4/12/05
Resolution 4/12/05

Customer was upset as the local call that he/she was trying to make from the Idaho State Prison System would not go through without billing the call collect. Customer stated that this is not fair and was going to contact the ADA.

Supervisor explained that all calls from a prison system or jail are required to be billed collect. Customer was upset but understood.

Service Complaints–Didn't Follow Policy/Procedure *Inquire Date 2/28/05* *Record ID 8557* *Call Taken By Supervisor* *CA Number 1177* *Responded By Beth Moncel* *Response Date 2/28/05* *Resolution 2/28/05*	Customer stated that there were long delays between the "GAs" of about 30 second and questioned why is this happening. Supervisor explained to the customer that she would document this and talk to the CA about the issue. Supervisor apologized to the customer and CA was counseled on this issue. Customer was satisfied.
Service Complaints—Fraudulent/Harassment Call *Inquire Date 6/17/04* *Record ID 6745* *Call Taken By Customer Service Rep* *CA Number* *Responded By Tina Collingham* *Response Date 6/17/04* *Resolution 6/17/04*	Customer has been receiving fraudulent calls through the relay and wants to have the telephone number blocked. Customer Service explained to the customer that ADA and FCC rules for furnctional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court.
Service Complaints—Fraudulent/Harassment Call *Inquire Date 6/21/04* *Record ID 6747* *Call Taken By Customer Service Rep* *CA Number* *Responded By Tina Collingham* *Response Date 6/21/04* *Resolution 6/21/04*	Customer has been receiving harassing calls through the relay and wanted to know how to block these calls. Customer Service explained to the customer that ADA and FCC rules for furnctional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court.
Service Complaints—Fraudulent/Harassment Call *Inquire Date 8/9/04* *Record ID 7327* *Call Taken By Customer Service Rep* *CA Number* *Responded By Tina Collingham* *Response Date 8/9/04* *Resolution 8/9/04*	Customer was calling a second time to report that he is still having problems with fraudulent calls through the relay. Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay Service provider or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider, as well as the CA number, and then report this type of activity to law enforcement.

Service Complaints— Fraudulent/Harassment Call ***Inquire Date 12/10/04*** ***Record ID 8027*** ***Call Taken By Supervisor*** ***CA Number*** ***Responded By Brenda Malsbury*** ***Response Date 12/10/04*** ***Resolution 12/10/04***	Customer has been receiving fraudulent phone calls through the relay. Customer would like the relay to call her back if we ever are able to block calls through the relay. Customer Service explained to the customer that ADA and FCC rules for furnctional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.
Service Complaints— Fraudulent/Harassment Call ***Inquire Date 2/1/05*** ***Record ID 8495*** ***Call Taken By Lead CA*** ***CA Number*** ***Responded By Jody Kent*** ***Response Date 2/1/05*** ***Resolution 2/1/05***	Customer is receiving fraudulent phone calls through the relay and wanted them to stop. Customer Service explained to the customer that ADA and FCC rules for furnctional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.
Service Complaints— Fraudulent/Harassment Call ***Inquire Date 2/23/05*** ***Record ID 8512*** ***Call Taken By Lead CA*** ***CA Number*** ***Responded By Vicki Hawthorne*** ***Response Date 2/23/05*** ***Resolution 2/23/05***	Customer called the relay while a fraudulent phone call was being placed on her other line and wanted to know if the relay could track the caller. Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay Service provider or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement.
Service Complaints— Fraudulent/Harassment Call ***Inquire Date 2/26/05*** ***Record ID 8551*** ***Call Taken By Operations Mgr*** ***CA Number*** ***Responded By Diane Taylor*** ***Response Date 2/26/05*** ***Resolution 2/26/05***	Customer received a call from the relay at midnight and does not want to receive any more relay calls. Customer doesn't know anyone that is deaf; therefore, considers the calls as harassment. Assistant Operations Manager explained to the customer that ADA and FCC rules for furnctional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact the local telephone company or report the incident to local law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.
Service Complaints— Miscellaneous ***Inquire Date 12/13/04*** ***Record ID 7990*** ***Call Taken By Program Mgr*** ***CA Number*** ***Responded By Christa Cervantes*** ***Response Date 12/13/04*** ***Resolution 12/13/04***	Customer was upset as most of the Idaho relay traffic is now being answered at the Louisana Center. Customer feels that the CAs in the Louisiana Center make too many mistakes when processing calls. Outreach Specialist stated that if the customer has a problem with a CA, to please contact Customer Service and let the relay know about the problem. Customer was satisfied.

Service Complaints--Miscellaneous ***Inquire Date 12/14/04*** ***Record ID 8031*** ***Call Taken By Supervisor*** ***CA Number 1305*** ***Responded By Karen Griffin*** ***Response Date 12/14/04*** ***Resolution 12/14/04***	Customer was using abusive language towards the CA. When the Supervisor arrived on the call, the customer wanted to know what took so long for the Supervisor to arrive. Supervisor apologized to the customer and asked the caller if he/she wanted to make a call through the relay. Customer stated that he/she will complain and call to the State Outreach Program Manager. Customer hung up. No further contact with customer.
Technical Complaints—Carrier Choice not Available/Other Equal Access ***Inquire Date 8/17/04*** ***Record ID 7504*** ***Call Taken By Supervisor*** ***CA Number*** ***Responded By Tina Collingham*** ***Response Date 8/19/04*** ***Resolution 9/2/04***	Customer was calling for her husband who uses VCO. Customer stated that her husband placed a call and requested Qwest for the long distance carrier. However, she thinks that the CA placed the call on AT & T. Customer gave the number that was called. Customer would like a return call regarding this issue. Supervisor explained that Customer Service would check into this call and suggested if the customer receives a bill for this call from the incorrect carrier, she should mail a copy of the bill to the relay. Customer Service contacted technical and found out that the call did go out on AT & T. Customer Service returned a call and left a message that the CA was in error when dialing the long distance call and asked the customer to send relay a copy of the telephone bill when it is received. The customer was satisfied.
Technical Complaints--Carrier Choice not Available/Other Equal Access ***Inquire Date 1/24/05*** ***Record ID 8340*** ***Call Taken By Customer Service Rep*** ***CA Number*** ***Responded By Tina Collingham/Joanne Lambert*** ***Response Date 1/26/05*** ***Resolution 2/4/05***	Customer had questions on how to connect a TTY to a cell phone. Customer also wanted to know how billing for long distance would work with the cell phone and the relay. Customer is having trouble using Custer Telephone for long distance through the relay. Customer Service explained about the equipment that would be needed for the cell phone and sent the customer information on the Pocket Comm and the Pocket Speak and Read. Customer Service also explained that if the relay receives the correct information from the wireless carrier, all the billing is through the cell phone carrier. Customer Service contacted Custer Telephone and is now a participating carrier.
Technical Complaints--Carrier Choice not Available/Other Equal Access ***Inquire Date 1/27/05*** ***Record ID 8367*** ***Call Taken By Customer Service Rep*** ***CA Number*** ***Responded By Tina Collingham*** ***Response Date 1/27/05*** ***Resolution 1/27/05***	Customer called to change the long distance carrier on his profile to Custer Telephone. The customer also had some questions about a cell phone bill and why he could be charged long distance through AT&T when he is using the cellphone from his the local calling area through the relay. Customer Service explained that the relay has been in contact with Custer Telephone and is working with them to become a participating carrier. Customer Service explained that if the cell phone number is not identifying correctly to the relay, it can cause billing issues. Billing issues were handled by Custer Telephone, as they are both the local service and cell phone service provider. Customer was satisfied. Since this time, Custer Telephone has become a participating provider.