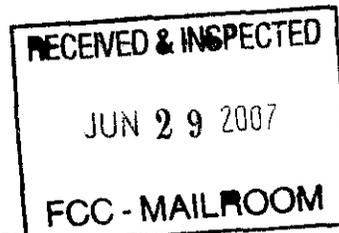


LINDA LINGLE
GOVERNOR



CARLITO P. CALIBOSO
CHAIRMAN

JOHN E. COLE
COMMISSIONER

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

Telephone: (808) 586-2020
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June 26, 2007

ENCLOSURE COPY ORIGINAL

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

Re: CG Docket 03-123; Consumer Complaint Log Summary Concerning
Telecommunications Relay Services ("TRS") for the Period June 1, 2006 to
May 31, 2007

Dear Ms. Dortch:

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission ("PUC") hereby transmits the original and four (4) copies of its TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2007. An electronic copy of the Summary is also provided on the enclosed CD-ROM.

Consistent with the Federal Communications Commission's ("FCC") Public Notice (DA 07-2762, released June 22, 2007), the Summary includes the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution. During the period of June 1, 2006 through May 31, 2007, a total of eleven (11) complaints were logged regarding the provision of TRS in Hawaii.

The total number of interstate relay calls by type of TRS, which the FCC also requested in its Public Notice, will be submitted separately by Sprint, Hawaii's current TRS provider. It is our understanding that Sprint will provide this information to the FCC under seal since it considers call volume information to be proprietary and confidential.

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Marlene H. Dortch
June 26, 2007
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If you have any questions on this matter, please do not hesitate to contact Lisa Kikuta at lisa.y.kikuta@hawaii.gov or (808) 586-2020.

Sincerely,

A handwritten signature in black ink that reads "Brooke K. Kane". The signature is written in a cursive style with a large initial 'B'.

Brooke K. Kane
Administrative Director

BKK:LYK:eh

Enclosures

c: Arlene Alexander, Federal Communications Commission (w/o CD-ROM)
LisaAnn Tom, Sprint Relay Hawaii (w/o enc.)

Complaint Tracking for HI (06/01/2006-05/31/2007). Total Customer Contacts: 11

JUN 2

FCC - MAIL

Nature of Complaint	Date of Resolution	Explanation of Resolution
Customer stated that her voice cannot be heard when making Hawaii relay calls. People tell her that her voice fades in and out on the call and can barely be heard. Customer says this has been a problem for over two years. Island Skills people and account manager have been working with her equipment and have decided it is a relay issue. Internal Update Performed	Resolution is pending and will be completed within the required 180 days.	Apologized for the problem and said that a complaint would be Ticket turned in. Customer would like a call back. On 4/28/07, customer to inform that technicians were working on the platform. RPM will let the customer know when it is fixed.
TTY customer said the CA dialed out the number before he gave the GA. He also said he had garbling on a previous call. Customer requested follow up by phone	04/25/07	Apologized and told the customer a supervisor would follow up. Supervisor on duty followed up with CA, who said that as the " pressed the COMP and then the TTY user erased the GA to contact the customer on three different attempts and was up by phone.
TTY customer was unhappy because the outbound person wouldn't hang up when the call was over and agents do something wrong on an ongoing basis. He mentioned he is a member of the Sprint Advisory Board HI.	04/22/07	Customer was informed that the agent voiced correctly GA SK person is ready to hang up." It is then the choice of the outbound up, and that SK or SKSK is voiced as "The person is ready to hang up, and that SK or SKSK is voiced as "The person is ready to hang up, the agent voices, "The person hung up." Sometimes a person thinks its impolite to hang up first. Also some call center to hang up until the caller hangs up first. The caller thanked me bring this up for discussion at the advisory meeting. He requested forwarded to the Account Manager, but did not request follow up
Customer said agent hung up on her before she could ask for another call.	03/22/07	Apologized for inconvenience. Supervisor went over proper dis procedures with operator.
VCO customer continued to complain that the people that she calls can hear her fine sometimes, and not at all at other times. Has filed complaints in the past and heard that the issue was going to be fixed, but is still having problems and would to find out when this issue will be resolved	02/16/07	Apologized to customer and assured her that the issue is being Customer still requested follow up from account manager. The contacted the customer and matter was resolved.
VCO customer complained people cannot hear her on calls. She uses relay on a daily basis and sometimes has had to hold for hours. She has many complaints against the system, not the operators. Speaking on behalf of many VCO users, she wants results. This is the third complaint filed and no one has returned her call. Follow up requested.	01/24/07	Account Manager met with customer and developed resolution satisfied.
VCO customer's sister, who is hearing and uses relay everyday, was not able to hear her at all. This problem never happened before until now. Operator was able to hear both VCO and voice just fine. Follow up requested with VCO customer.	01/15/07	Account Manager had a meeting with VCO customer and apo Customer's frustration. Worked on a few solutions and agreed handset. Tested calls and the customer was satisfied.
Customer has had problems from day one with VCO phone connections with relay, going back for years, and stated that it has gotten worse. She got new phones and even contacted her local phone company, but the conclusion is that it is a relay issue. The problem is that the people that she calls cannot hear what she says, and she ends up having to hang up. This also sometimes happens with operators. In addition, during the evenings, she has problems connecting to an operator and sometimes the call is immediately disconnected. Requested follow up. Internal Update Performed.	01/15/07	Account Manager met with VCO customer and worked on the VCO customer tested calls and was satisfied.

Customer stated that operator took a while dialing out the call. Operator also asked caller if he still wanted to wait after phone rang a couple times.	10/11/06	Apologized to caller; no follow up requested. Account Manager called the supervisor at call center for resolution. Supervisor went over procedures with operator.
Customer tried calling relay but it was busy. He complained that the Sprint Account Manager for Hawaii promised the wait would only be a few seconds, which didn't happen. Apologized to the customer, who did not request a follow up.	07/26/06	We experienced additional call volume during this time frame. We will monitor answer time and will make adjustments as needed.
Technical - General	07/11/06	Apologized for incidence, thanked customer for the feedback and that information would be shared with appropriate captioning services.

Complaint Tracking for HI (06/01/2006-05/31/2007). Total Customer Contacts: 11

Nature of Complaint	Date of Resolution	Explanation of Resolution
Customer stated that her voice cannot be heard when making Hawaii relay calls. People tell her that her voice fades in and out on the call and can barely be heard. Customer says this has been a problem for over two years. Island Skills people and account manager have been working with her equipment and have decided it is a relay issue. Internal Update Performed	Resolution is pending and will be completed within the required 180 days.	Apologized for the problem and said that a complaint would be Ticket turned in. Customer would like a call back. On 4/28/07, customer to inform that technicians were working on the platform. RPM will let the customer know when it is fixed.
TTY customer said the CA dialed out the number before he gave the GA. He also said he had garbling on a previous call. Customer requested follow up by phone	04/25/07	Apologized and told the customer a supervisor would follow up. Supervisor on duty followed up with CA, who said that as the "C" pressed the COMP and then the TTY user erased the GA to call to contact the customer on three different attempts and was unsuccessful by phone.
TTY customer was unhappy because the outbound person wouldn't hang up when the call was over and agents do something wrong on an ongoing basis. He mentioned he is a member of the Sprint Advisory Board HI.	04/22/07	Customer was informed that the agent voiced correctly GA SK "The person is ready to hang up." It is then the choice of the outbound person to hang up, and that SK or SKSK is voiced as "The person is ready to hang up, the agent voices, "The person hung up." Sometimes the person thinks its impolite to hang up first. Also some call center agents to hang up until the caller hangs up first. The caller thanked me for bring this up for discussion at the advisory meeting. He requested to be forwarded to the Account Manager, but did not request follow up.
Customer said agent hung up on her before she could ask for another call.	03/22/07	Apologized for inconvenience. Supervisor went over proper disconnect procedures with operator.
VCO customer continued to complain that the people that she calls can hear her fine sometimes, and not at all at other times. Has filed complaints in the past and heard that the issue was going to be fixed, but is still having problems and would like to find out when this issue will be resolved	02/16/07	Apologized to customer and assured her that the issue is being resolved. Customer still requested follow up from account manager. The account manager contacted the customer and matter was resolved.
VCO customer complained people cannot hear her on calls. She uses relay on a daily basis and sometimes has had to hold for hours. She has many complaints against the system, not the operators. Speaking on behalf of many VCO users, she wants results. This is the third complaint filed and no one has returned her call. Follow up requested.	01/24/07	Account Manager met with customer and developed resolution plan. Customer satisfied.
VCO customer's sister, who is hearing and uses relay everyday, was not able to hear her at all. This problem never happened before until now. Operator was able to hear both VCO and voice just fine. Follow up requested with VCO customer.	01/15/07	Account Manager had a meeting with VCO customer and apologized for Customer's frustration. Worked on a few solutions and agreed to test handset. Tested calls and the customer was satisfied.
Customer has had problems from day one with VCO phone connections with relay, going back for years, and stated that it has gotten worse. She got new phones and even contacted her local phone company, but the conclusion is that it is a relay issue. The problem is that the people that she calls cannot hear what she says, and she ends up having to hang up. This also sometimes happens with operators. In addition, during the evenings, she has problems connecting to an operator and sometimes the call is immediately disconnected. Requested follow up. Internal Update Performed.	01/15/07	Account Manager met with VCO customer and worked on the resolution. VCO customer tested calls and was satisfied.

10/11/06	Customer stated that operator took a while dialing out the call. Operator also asked caller if he still wanted to wait after phone rang a couple times.	10/11/06	Apologized to caller; no follow up requested. Account Manager will follow up with the supervisor at call center for resolution. Supervisor went over proper call procedures with operator.
07/26/06	Customer tried calling relay but it was busy. He complained that the Sprint Account Manager for Hawaii promised the wait would only be a few seconds, which didn't happen. Apologized to the customer, who did not request a follow up.	07/26/06	We experienced additional call volume during this time frame. We continue to monitor answer time and will make adjustments as needed.
07/11/06	Technical - General	07/11/06	Apologized for incidence, thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff.