

# Nebraska Public Service Commission

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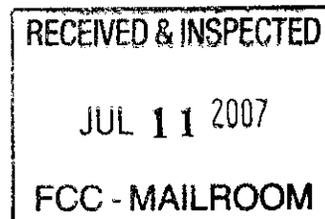
**NEBRASKA CONSUMER HOTLINE:**  
1-800-526-0017

**EXECUTIVE DIRECTOR:**

ANDY S. POLLOCK

July 2, 2007

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



RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nebraska Public Service 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 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing

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- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

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 four complaints that we believe to be associated with fraudulent activity over Internet Relay. 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 402-471-0225 and ask for Steve Stovall or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant  
Nebraska Public Service Commission

# Nebraska Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

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**External Complaints--  
Miscellaneous**

Customer stated that he would like the toll free number to access relay as he is unable to reach 711 in Nebraska when using his cell phone. Customer stated that he has US Cellular as his provider.

*Inquire Date 7/19/2006  
Record ID 12011  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb  
Response Date 7/19/2006  
Resolution 7/25/2006*

Relay Manager gave the customer the toll free number to access the relay. The technical department contacted the cellular provider and worked to correct the translation number for 7-1-1. Customer was notified and satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated that when her son dials to the relay his profile does not appear to the CA.

*Inquire Date 7/19/2006  
Record ID 12093  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 7/20/2006  
Resolution 7/20/2006*

Customer Service apologized and stated that the technical department would investigate. The technical department discovered that it was a translation issue with the local provider. 7-1-1 calls were directed to the voice 800 number. The technical department worked with the provider and the issue has been resolved. Customer was notified and satisfied.

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**External Complaints--  
Miscellaneous**

Customer stated that each time they dial 7-1-1, their calls are disconnected from the relay and the CAs can not connect to the TTY user.

*Inquire Date 9/20/2006  
Record ID 12470  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 9/22/2006  
Resolution 9/23/2006*

Customer Service forwarded the information to the technical department. The technical department discovered that the CA attempted to connect to the customer several times but was unable to make a connection. Customer Service contacted the customer to inform them that perhaps there was an issue with their equipment. Customer Service left a message and there has been no return call from the customer.

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**External Complaints--  
Miscellaneous**

Customer inquired why the CAs would suggest the customer dial a different 800 number, as she stated that 711 is normally dialed.

*Inquire Date 10/5/2006  
Record ID 12612  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 10/10/2006  
Resolution 10/24/2006*

Customer Service observed a test call from the customer and discovered that the call was identifying as the voice line and 711. Customer Service contacted customer and received their carrier information. Customer Service contacted carrier to reset the translation number for 711 in their system to the correct number. The technicians with Time Warner stated this update could take more than a week to occur and will contact the relay when the update is successful. Customer Service has attempted to contact carrier again in regards to this issue but has not received a message. No further contact in regards to this issue has taken place.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/25/2007  
**Record ID** 13192  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/29/2007  
**Resolution** 1/29/2007

Customer had reached a recording when placing a call and inquired why.

Customer Service forwarded the information to the technical department. Customer placed a test call which went through. Customer's daughter contacted the relay and stated that she had a Caller ID block removed and her mom was able to reach her. Customer Service thanked the daughter for the information. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 3/22/2007  
**Record ID** 13541  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/22/2007  
**Resolution** 3/22/2007

Customer received a letter stating there had been a change in their carrier. Customer was confused and stated that they did not want to change carriers.

Customer Service directed the customer to their carrier to speak about this issue. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 4/25/2007  
**Record ID** 13746  
**Call Taken By** At the Workstation  
**CA Number**  
**Responded By** Chris  
**Response Date** 4/25/2007  
**Resolution** 4/25/2007

Visually impaired customer was attempting to use a calling service, but it was being routed incorrectly to the relay.

Lead CA assisted the customer by reaching directory assistance and directed the customer to contact their local provider about the issue. Customer was satisfied.

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**Service Complaints--CA  
Misdialed Number**

**Inquire Date** 11/1/2006  
**Record ID** 12738  
**Call Taken By** Customer Service  
**CA Number** 3015  
**Responded By** Kay/Tina  
**Response Date** 11/1/2006  
**Resolution** 11/1/2006

Customer stated that CA dialed the incorrect number after giving the number twice.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/13/2006***

***Record ID 12568***

***Call Taken By Lead CA***

***CA Number***

***Responded By Michelle***

***Response Date 10/13/2006***

***Resolution 10/13/2006***

Customer has been receiving fraudulent phone calls and wondered what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/17/2006***

***Record ID 12815***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 11/17/2006***

***Resolution 11/17/2006***

Customer has been receiving fraudulent calls through another provider.

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/6/2006***

***Record ID 12884***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 12/6/2006***

***Resolution 12/6/2006***

Customer has been receiving prank calls and wondered what to do.

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 obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/15/2007***

***Record ID 13101***

***Call Taken By Supervisor***

***CA Number***

***Responded By Jody***

***Response Date 1/15/2007***

***Resolution 1/15/2007***

Customer has been receiving harassing phone calls and wondered what they could do about them and how to get their number blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 10/13/2006  
Record ID 12567  
Call Taken By Program Mgr  
CA Number  
Responded By Diane  
Response Date 10/13/2006  
Resolution 10/13/2006***

Customer stated that the CA was unable to process a call to Qwest correctly.

Assistant Operations Manager apologized and stated that the CA would be counseled. Call was placed for the customer and customer was satisfied. CA was counseled.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 12/18/2006  
Record ID 12958  
Call Taken By Supervisor  
CA Number 3022  
Responded By Brenda  
Response Date 12/18/2006  
Resolution 12/18/2006***

Customer stated that the CA used improper tone of voice.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 9/12/2006  
Record ID 12356  
Call Taken By Customer Service  
CA Number 3017  
Responded By Tina  
Response Date 9/12/2006  
Resolution 9/12/2006***

Customer stated that the CA dialed an incorrect 800 number. Customer was attempting to reach Qwest.

Customer Service apologized and stated that the CA would be counseled. Customer was given a different toll free number for Qwest. CA was counseled and customer was satisfied.

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***Service Complaints--  
Ringin/No Answer***

***Inquire Date 2/12/2007  
Record ID 13301  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/12/2007  
Resolution 2/12/2007***

Customer stated that she had been unable to reach a CA to place a call and wanted to know if something was wrong.

Customer Service apologized and stated that the relay had been very busy and asked that the customer please try their call again. Customer understood. Calls were answered at 88% within 10 seconds for the day.

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**Technical Complaints--Connect  
Time (TTY/Voice)**

Customer stated she was unable to connect to the relay.

**Inquire Date** 6/7/2006

**Record ID** 11794

**Call Taken By** Customer Service

**CA Number**

**Responded By** Tina Collingham

**Response Date** 6/7/2006

**Resolution** 6/7/2006

Customer Service apologized and stated the relay had been very busy and to please try placing her call again. Customer understood. Calls were answered at 90% within 10 seconds for the day.

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**Technical Complaints--Connect  
Time (TTY/Voice)**

Customer needed a test call to check their system at home. Customer stated that she was unable to reach 7-1-1.

**Inquire Date** 4/4/2007

**Record ID** 13706

**Call Taken By** Customer Service

**CA Number**

**Responded By** Tina

**Response Date** 4/4/2007

**Resolution** 4/4/2007

Customer Service returned a call through the relay, which worked fine. Customer Service apologized for the wait and stated the relay could have been busy at the time and suggested that the customer try the call again. Customer was satisfied. Average answer seconds for the day was 96% within 10 seconds.

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**Technical Complaints--711  
Problems**

Customer wanted to know how to program her VCO phone for speed dial to the relay. Customer stated that she has been unable to dial 711 from her home.

**Inquire Date** 11/22/2006

**Record ID** 12846

**Call Taken By** Customer Service

**CA Number**

**Responded By** Tina

**Response Date** 11/22/2006

**Resolution** 11/24/2006

Customer Serviced explained how to program the relay button on the phone. Customer Service forwarded information to the technical department. The technical department discovered that the number given by the customer as their home number had been disconnected. There was no other information to contact the customer.

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**Technical Complaints--711  
Problems**

Customer stated that she dialed 7-1-1 from her home phone in Des Moines and reached Nebraska Relay. Customer stated that her carrier is Media Com.

**Inquire Date** 11/30/2006

**Record ID** 12842

**Call Taken By** Lead CA

**CA Number**

**Responded By** Chris/Gary

**Response Date** 11/30/2006

**Resolution** 12/1/2006

Lead CA forwarded the information to the technical department. The technical department has continued to contact Media Com to work on this issue. Customer understood and was also asked to contact Media Com. Media Com corrected the issue.

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**Technical Complaints--711 Problems**

*Inquire Date 12/23/2006*  
*Record ID 12970*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Jody*  
*Response Date 12/23/2006*  
*Resolution 12/23/2006*

Customer stated that his friend has been trying to call 7-1-1 but stated that it was ringing busy. Supervisor explained that 7-1-1 should never ring busy and to please try the call again. Supervisor requested call information for the technical department. Customer did not have the requested information. Customer was satisfied.

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**Technical Complaints--711 Problems**

*Inquire Date 1/31/2007*  
*Record ID 13227*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 1/31/2007*  
*Resolution 1/31/2007*

Customer wanted to know how to place a call through the relay and stated that 7-1-1 does not work at their office.

Customer Service explained how to place a call and gave the toll free number to reach the relay. Customer Service offered to work with the office telephone administrator to set the 7-1-1 translation number correctly in the office PBX. Customer understood and forwarded the information to the office telephone administrator.

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**Technical Complaints--Miscellaneous**

*Inquire Date 12/23/2006*  
*Record ID 13001*  
*Call Taken By Supervisor*  
*CA Number*  
*Responded By Jody/Tina*  
*Response Date 12/29/2006*  
*Resolution 1/3/2007*

Customer stated that there was no response on two relay calls that she had received.

Supervisor forwarded the information to the technical department. The technical department discovered that as the customer was answering, the originator was disconnecting on both calls. Customer was emailed with the information and was satisfied.

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**Technical Complaints--Miscellaneous**

*Inquire Date 1/29/2007*  
*Record ID 13218*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 1/29/2007*  
*Resolution 5/10/2007*

Customer had difficulties submitting profile information online. Customer requested a paper copy be mailed.

Customer Service apologized and forwarded the issue to the technical department. Profile information was mailed to the customer. Customer was satisfied. The technical department has resolved this issue.

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**CapTel--Complaints**

*Inquire Date 7/5/2006*  
*Record ID 11967*  
*Call Taken By Program Mgr*  
*CA Number*  
*Responded By Christa Cervantes*  
*Response Date 7/6/2006*  
*Resolution 7/6/2006*

Customer stated that she is unable to place a call using Sprint with her CapTel phone, as she reached a recording that says "Not a preferred customer. Please register your carrier."

Outreach Specialist directed customer to CapTel customer service to update their long distance carrier with CapTel. Customer was satisfied.

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**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 7/7/2006*  
*Record ID 10631*  
*Call Taken By JK*  
*CA Number*  
*Responded By JK*  
*Response Date 7/7/2006*  
*Resolution 7/7/2006*

Explained to customer why disconnections might be happening and customer realized that sometimes other people will pick up at another extensions to join in on the call. She will inform others not to do that as she now realizes this breaks the data connection. Advised customer to contact us again if she experiences further problems.

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**CapTel--Complaints**

Billing - General

*Inquire Date 9/27/2006*  
*Record ID 16674*  
*Call Taken By LG*  
*CA Number*  
*Responded By LG*  
*Response Date 9/27/2006*  
*Resolution 9/27/2006*

Assigned preferred carrier of choice designation to allow caller to make long distance calls to CapTel user.

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**CapTel--Complaints**

Billing - General

*Inquire Date 11/14/2006*  
*Record ID 20257*  
*Call Taken By RNW*  
*CA Number*  
*Responded By RNW*  
*Response Date 11/14/2006*  
*Resolution 11/14/2006*

Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.

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**CapTel--Complaints**

Customer stated that his mother's CapTel phone had quit working and wondered what could be done. Customer stated there is no dial tone when calling through the CapTel phone. Customer stated they are able to place calls with a different phone plugged into the wall outlet.

*Inquire Date 11/27/2006*  
*Record ID 12827*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Tina*  
*Response Date 11/28/2006*  
*Resolution 11/28/2006*

Customer Service explained how to check the line, which was operational. Customer Service explained that the issue could be a hardware issue with the CapTel phone. Customer Service gave the customer the toll free number for CapTel. Customer was satisfied.

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**CapTel--Complaints**

Billing - General

*Inquire Date 12/6/2006*  
*Record ID 21838*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 12/6/2006*  
*Resolution 12/6/2006*

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

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**CapTel--Complaints**

Disconnect/Reconnect during calls

*Inquire Date 12/8/2006*  
*Record ID 22073*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 12/8/2006*  
*Resolution 12/8/2006*

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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**CapTel--Complaints**

Customer stated that when placing a call through CapTel using a calling card, the call is disconnected.

*Inquire Date 2/13/2007*  
*Record ID 13306*  
*Call Taken By Customer Service*  
*CA Number*  
*Responded By Michelle*  
*Response Date 2/13/2007*  
*Resolution 2/13/2007*

Supervisor directed the customer to CapTel customer service for assistance. Customer was satisfied.

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**CapTel--Complaints**

Billing - General

*Inquire Date 12/26/2006*  
*Record ID 23322*  
*Call Taken By MP*  
*CA Number*  
*Responded By MP*  
*Response Date 12/26/2006*  
*Resolution 12/26/2006*

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

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**CapTel--Complaints**

Billing - General

*Inquire Date 1/30/2007*  
*Record ID 26511*  
*Call Taken By MMo*  
*CA Number*  
*Responded By MMo*  
*Response Date 1/30/2007*  
*Resolution 1/30/2007*

Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.

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**CapTel--Complaints**

Service - General

*Inquire Date 3/5/2007*  
*Record ID 30039*  
*Call Taken By KM*  
*CA Number*  
*Responded By KM*  
*Response Date 3/5/2007*  
*Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

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**CapTel--Complaints**

Service - General

*Inquire Date 3/5/2007**Record ID 29965**Call Taken By TM**CA Number**Responded By TM**Response Date 3/5/2007**Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

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**CapTel--Complaints**

Customer has been having technical difficulties with CapTel as the phone cuts off during a conversation.

*Inquire Date 4/13/2007**Record ID 13639**Call Taken By Customer Service**CA Number**Responded By Tina**Response Date 4/13/2007**Resolution 4/13/2007*

Customer Service directed the customer to CapTel customer service to report this issue.

Customer was satisfied.

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**CapTel--Complaints**

Customer stated they have been unable to attain an analog filter for their CapTel phone. Customer has a digital line. Customer has contacted their local carrier for a filter, but the carrier currently has no filters in stock.

*Inquire Date 5/18/2007**Record ID 13932**Call Taken By Customer Service**CA Number**Responded By Tina**Response Date 5/18/2007**Resolution 5/18/2007*

Customer Service suggested that the customer contact the Commission for the Deaf and Hard of Hearing, for possible other sources. Customer understood.

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**CapTel--Complaints**

Billing - General

*Inquire Date 5/24/2007**Record ID 38037**Call Taken By MMo**CA Number**Responded By MMo**Response Date 5/24/2007**Resolution 5/24/2007*

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.