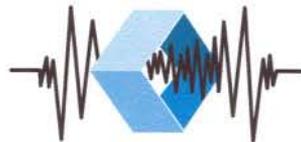
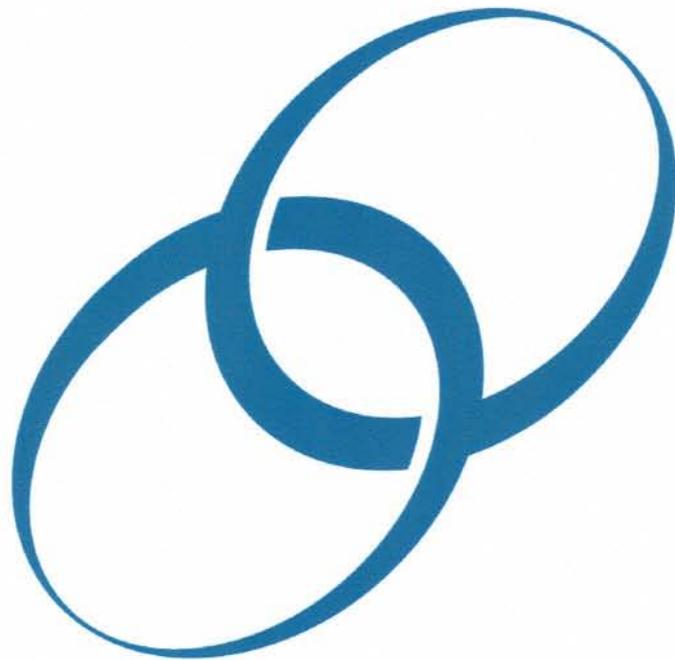


**Appendix F
Consumer Complaint Logs,
2006-2007**



Kansas Relay Center



4848 SW 21st Street • Suite 201 • Topeka, KS • 66604-4415
Voice 785•234•0200 • TTY 785•234•0207 • FAX 785•234•2304

June 26, 2007

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

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

Dear Ms. Gregory,

Kansas Relay Service, Inc. 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 Kansas to provide Telecommunications Relay Service. Hamilton began providing TRS to the State of Kansas on May 1, 2007. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of Kansas. The State of Kansas' 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
- 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 Breach
- 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. 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.

Please feel free to contact myself at 785-234-0200 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Joyce Hightower
KRSI/TAP Director

KRSI has submitted to the Commission a contact person for TRS consumer information and complaints about Intrastate TRS. The submission includes the name and address of the State office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, web address, and physical address to which correspondence should be sent. Following is the name of the contact at KRSI for those purposes:

Joyce Hightower, Kansas TRS Contract Administrator

Kansas Relay Service, Inc.

4848 SW 21st Street, Suite 201

Topeka, Kansas 66604-4415

Voice: (785) 234-0200

TTY: (785) 234-0207

Fax: (785) 234-2304

E-mail: jhightower@kstelecom.com

Kansas Relay Center 2007 FCC Complaint Report

6/1/06 to 5/31/07

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated that the CA transposed numbers when voicing to the other party.

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

***Inquire Date 05/14/2007
Record ID 9923
Call Taken By Supervisor
CA Number 1184
Responded By Supervisor
Response Date 05/14/2007
Resolution 05/14/2007***

***Service Complaints--Didn't
Follow Voice Mail/Recording
Procedure***

Customer stated that CA did not leave the entire typed message on voicemail.

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

***Inquire Date 05/19/2007
Record ID 9837
Call Taken By Supervisor
CA Number 5352
Responded By Customer Service
Response Date 05/19/2007
Resolution 05/19/2007***

Service Complaints--CA Typing

Customer reported long response times and poor accuracy from CAs.

Customer Service apologized to customer and suggested a profile for a quicker connection. Profile was implemented. CAs will be monitored more frequently. Customer was satisfied.

***Inquire Date 05/29/2007
Record ID 9875
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 05/29/2007
Resolution 05/29/2007***

***Service Complaints--
Miscellaneous***

Customer stated they did not like the new service.

Customer Service apologized and asked what they did not like. Customer hung up.

***Inquire Date 05/02/2007
Record ID 9904
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 05/02/2007
Resolution 05/02/2007***

***Service Complaints--
Miscellaneous***

Customer stated they were not pleased with the new relay service provider.

Customer Service apologized and explained the relay language and offered a profile.
Customer refused.

Inquire Date 05/08/2007

Record ID 9903

Call Taken By Supervisor

CA Number

Responded By Customer Service

Response Date 05/08/2007

Resolution 05/08/2007

***Service Complaints--
Miscellaneous***

Customer stated that the new relay language was too formal.

Customer Service apologized and explained the CA language. Customer understood.

Inquire Date 05/15/2007

Record ID 9849

Call Taken By Lead CA

CA Number

Responded By Customer Service

Response Date 05/15/2007

Resolution 05/15/2007
