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Public Service Commission
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June 25, 2008

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008
CG DOCKET NO. 03-123 and DA NO. 07-2762

Dear Ms. Dortch,

The Kentucky 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 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

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

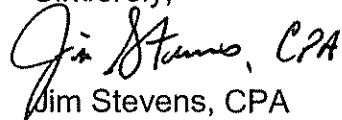
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

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. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Marlene H. Dortch
Federal Communications Commission
June 25, 2008
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Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Jim Stevens, CPA
Branch Manager
Telecommunications
Kentucky Public Service Commission

cc: Arlene Alexander (paper filing)

Kentucky Relay 2007 FCC Complaint Report

6/1/07 to 5/31/08

Service Complaints--CA Did not Keep User Informed

Customer states that CA did not respond or keep the user informed while dialing.

Inquire Date 11/26/2007
Record ID 10564
Call Taken By Customer
Service Rep
CA Number 5332
Responded By Chantell
Response Date 11/26/2007
Resolution 11/26/2007

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

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving fraudulent telephone calls.

Inquire Date 8/15/2007
Record ID 10218
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 8/15/2007
Resolution 8/15/2007

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving harassing telephone calls.

Inquire Date 8/30/2007
Record ID 10252
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 8/30/2007
Resolution 8/30/2007

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving harassing telephone calls through the relay.

Inquire Date 10/23/2007
Record ID 10418
Call Taken By Customer
Service Rep
CA Number
Responded By C Bailey
Response Date 10/23/2007
Resolution 10/23/2007

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to local law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

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

Inquire Date 12/10/2007
Record ID 10653
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 12/10/2007
Resolution 12/10/2007

Customer has been receiving fraudulent phone calls through the relay.

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to the local law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

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

Inquire Date 2/21/2008
Record ID 10893
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/21/2008
Resolution 2/12/2008

Customer requested subpoena information.

Customer Service forwarded subpoena information. Customer was satisfied.

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

Inquire Date 2/28/2008
Record ID 10907
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/28/2008
Resolution 2/28/2008

Customer has been receiving fraudulent telephone calls.

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 contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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

Inquire Date 3/7/2008
Record ID 10966
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 3/7/2008
Resolution 3/7/2008

Customer requested subpoena information for fraudulent relay calls.

Customer Service faxed the requested information to the customer. Customer was satisfied.

**Service Complaints--
Miscellaneous**

Customer stated that their call did not connect well and there was difficulty communicating with the CA.

Inquire Date 12/23/2007
Record ID 10696
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 12/23/2007
Resolution 12/23/2007

Customer Service suggested a profile to be set up to identify proper connect mode, so the call would flow smoothly. Profile was implemented and customer was appreciative.

**Service Complaints--
Miscellaneous**

Customer stated they are unable to reach Kentucky Relay Customer Service.

Inquire Date 2/26/2008
Record ID 10946
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 2/26/2008
Resolution 2/26/2008

Hamilton Customer Service apologized and forwarded the information to the technical department. The technical department discovered an issue with the telephone line. A trouble ticket was issued and the problem was resolved.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Insight Communciations representative requested information to become a participating provider through the relay.

Inquire Date 11/7/2007
Record ID 10581
Call Taken By Supervisor
CA Number
Responded By Chantell
Response Date 11/7/2007
Resolution

Customer Service forwarded the request to the technical department. Information has been mailed to the provider. As of 5/31/08, Insight Communications is still not a participating provider through the relay.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Customer requested Vonage as their long distance provider.

Inquire Date 12/3/2007
Record ID 10730
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 12/3/2007
Resolution 12/3/2007

Customer Service explained that Vonage is not a participating provider through the relay. A profile with an alternate provider was offered, but the customer refused. As of 5/31/08, Vonage is still not a participating provider through the relay.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Customer requested Vonage as their long distance provider.

Customer Service explained that Vonage is not a participating provider through the relay. A profile with an alternate provider was offered, but the customer refused.

**Inquire Date 12/20/2007
Record ID 10683
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 12/20/2007
Resolution 12/20/2007**

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Customer requested information about becoming a participating carrier.

Customer Service forwarded the request to the technical department. Information was sent to the customer.

**Inquire Date 2/1/2008
Record ID 10850
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/1/2008
Resolution 2/1/2008**

CapTel Complaints

Disconnect/Reconnect during calls

**Inquire Date 7/6/2007
Record ID 42001
CA Number
Responded By JL
Resolution 7/6/2007**

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

CapTel Complaints

Disconnect/Reconnect during calls

**Inquire Date 7/13/2007
Record ID 42699
CA Number
Responded By RP
Resolution 7/13/2007**

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

CapTel Complaints

Disconnect/Reconnect during calls

**Inquire Date 7/13/2007
Record ID 42783
CA Number
Responded By JL
Resolution 7/13/2007**

Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. As one measure, suggested trying another phone jack in the home to see if this makes a difference.

CapTel Complaints	Technical – General
Inquire Date 9/5/2007 Record ID 48152 CA Number Responded By DF Resolution 9/5/2007	One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.
<hr/>	
CapTel Complaints	Disconnect/Reconnect during calls
Inquire Date 9/24/2007 Record ID 49650 CA Number Responded By MMo Resolution 9/25/2007	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.
<hr/>	
CapTel Complaints	Disconnect/Reconnect during calls
Inquire Date 10/29/2007 Record ID 53323 CA Number Responded By MMo Resolution 10/29/2007	Disconnect/Reconnect during calls 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.
<hr/>	
CapTel Complaints	Billing Issue - Calling Card - unable to use
Inquire Date 11/7/2007 Record ID 54621 CA Number Responded By JS Resolution 11/9/2007	Technical Support made adjustment to allow voice user to call to CapTel user through CapTel service without incurring long distance charges while Technical Support investigated further and determined permanent resolution. Customer Service provided the calling card user with an alternate access number to call that resolved the matter. Customer confirmed this allowed him to use the calling card successfully.
<hr/>	
CapTel Complaints	Disconnect/Reconnect during calls
Inquire Date 12/11/2007 Record ID 57680 CA Number Responded By MMo Resolution 12/11/2007	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.
<hr/>	
CapTel Complaints	Disconnect/Reconnect during calls
Inquire Date 12/17/2007 Record ID 58383 CA Number Responded By MMo Resolution 12/17/2007	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.

CapTel Complaints	Technical – General
Inquire Date 1/14/2008 Record ID 60809 CA Number Responded By MMo Resolution 1/31/2008	Technical Support changed the routing of this customer's calls to provide better data connection and avoidance of a VOIP network within the network routing.

CapTel Complaints	Captions Lag too far behind voice
Inquire Date 1/14/2008 Record ID 60919 CA Number Responded By DF Resolution 1/15/2008	Customer shared feedback regarding seconds of delay being longer than usual. Thanked customer for this feedback and advised customer on how seconds of delay occur as voice recognition captions and corrections are generated. Asked customer to document the date, time, CA# so that we can research the call with the captioning service personnel.

CapTel Complaints	Disconnect/Reconnect during calls
Inquire Date 1/16/2008 Record ID 60991 CA Number Responded By KM Resolution 1/18/2008	Technical Support changed the routing of this customer's calls to provide better data connection and avoidance of VOIP network. This remedied the circumstance for this customer. Customer pleased with results.

CapTel Complaints	Technical - General
Inquire Date 2/20/2008 Record ID 65081 CA Number Responded By JL Resolution 2/21/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 2/21/2008 Record ID 65128 CA Number Responded By JS Resolution 2/21/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 2/21/2008 Record ID 65162 CA Number Responded By DF Resolution 2/22/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/21/2008
Record ID 65180
CA Number
Responded By PH
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65264
CA Number
Responded By EY
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65414
CA Number
Responded By MMo
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/25/2008
Record ID 65591
CA Number
Responded By JS
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/25/2008
Record ID 65625
CA Number
Responded By EY
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 3/11/2008
Record ID 67181
CA Number
Responded By ST
Resolution 3/11/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 3/12/2008 Record ID 67370 CA Number Responded By ST Resolution 3/12/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 3/24/2008 Record ID 68575 CA Number Responded By DF Resolution 3/24/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 3/25/2008 Record ID 68761 CA Number Responded By MMo Resolution 3/25/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 4/16/2008 Record ID 71295 CA Number Responded By EY Resolution 4/16/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 4/23/2008 Record ID 72106 CA Number Responded By EB Resolution 4/23/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 4/24/2008 Record ID 72107 CA Number Responded By EB Resolution 4/24/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 4/28/2008 Record ID 72432 CA Number Responded By JS Resolution 4/28/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 04/28/2008 Record ID 72439 CA Number Responded By JS Resolution 04/28/2008	Identified that calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Customer confirmed this resolved inability to dial out with captions.

CapTel Complaints	Technical - General
Inquire Date 4/28/2008 Record ID 72430 CA Number Responded By KM Resolution 4/28/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 4/28/2008 Record ID 72449 CA Number Responded By JS Resolution 4/28/2008	Identified that calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Customer confirmed this resolved inability to dial out with captions.

CapTel Complaints	Technical - General
Inquire Date 4/29/2008 Record ID 72597 CA Number Responded By JG Resolution 4/29/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints	Technical - General
Inquire Date 4/29/2008 Record ID 72615 CA Number Responded By JG Resolution 4/29/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 4/29/2008
Record ID 72619
CA Number
Responded By JG
Resolution 4/29/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 4/29/2008
Record ID 72707
CA Number
Responded By JG
Resolution 4/29/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 4/29/2008
Record ID 72714
CA Number
Responded By JG
Resolution 4/29/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 5/22/2008
Record ID 75386
CA Number
Responded By ST
Resolution 5/22/2008

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