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JUN 24 2008

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**STATE OF HAWAII**  
**PUBLIC UTILITIES COMMISSION**  
**DEPARTMENT OF BUDGET AND FINANCE**  
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HONOLULU, HAWAII 96813

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June 20, 2008

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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, 2007 to  
May 31, 2008

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, 2008. An electronic copy of the Summary is also provided on the enclosed CD-ROM.

Consistent with the Federal Communications Commission's ("FCC") requirements, 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, 2007 through May 31, 2008, a total of 13 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 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.

*[Handwritten signature]*  
1800

Marlene H. Dortch  
June 20, 2008  
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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](mailto: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:DT:eh

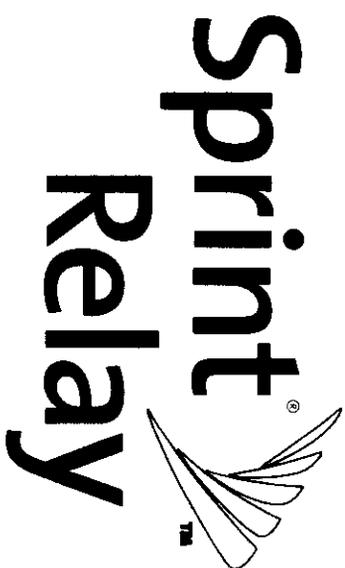
Enclosures

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

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PUBLIC UTILITIES  
COMMISSION



**HAWAII**

**FCC COMPLAINT LOG**

**2008**

**Complaint Tracking for HI (06/01/2007-05/31/2008). Total Customer Contacts: 13**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	04/07/08	TTY customer was able to call international last week but is not able to do so this week. Apologized. No follow-up requested.	04/07/08	Customer does not request follow ups. Case is now closed.
2	03/31/08	TTY customer was concerned that CA (Communication Assistant) did not inform him/her when phone was ringing, etc. after second number to dial was given. Customer said CA did not respond for two minutes so customer hung up and dialed in to relay again. Call took place on 3/31 before 1 pm.	03/31/08	Forwarded on to correct center. complaint emailed to this center at 1:22 pm. Agent does not remember the call, but says they usually send the ringing macro if the line is ringing, sometimes if the lines does not connect there is a pause. Agent understands to always send ringing macro when at beginning of phone ringing and to keep customer informed.
3	03/24/08	Voice customer reported agent rushed the call typing and voice, agent was totally rude and it happened two or three times. Customer stated "amazed at how rude" agent was. (complaint information provided by the Relay Customer Service) Customer did not request contact.	03/24/08	Discussed with operator.
4	03/12/08	HI Voice customer states Operator "Worse every time I get her, mean and rude and always in a rush. Every Operator is wonderful except for her". Customer hopes her supervisor can coach her and next time she will treat the customer better. The Customer Service took the complaint. No follow up needed.	03/12/08	Discussed proper call procedures with operator.
5	02/14/08	Disconnect/Reconnect during calls	02/14/08	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.
6	02/07/08	Operator got involved in the call without customer's permission, did not follow proper procedures for Answering machine when voice person answered	02/07/08	Discussed proper answering machine procedures with operator. Followed up with the customer on 2/12/08
7	01/19/08	Customer complained of constant garbling on calls. Said service had been the poorest ever. Supervisor recommended customer call customer service for technical assistance Customer hung up	01/19/08	No specific agent Ticket closed

8	11/16/07	Agent hung up on customer when he was not finished making calls. Customer wanted the agent to call again because the party had hung up on him, but the agent disconnected call. Apologized to customer. Follow up requested. Internal Update Performed	11/16/07	Followed up with customer on 11/20/07.
9	09/15/07	9/15/2007 7:10 am Customer stated the agent did not inform him that the outbound person hung up and disconnected the line. The customer had questions pertaining to the billing of the call placed by the agent.	09/15/07	Informed customer will forward to the appropriate center for review.
10	09/15/07	9/15/2007 @ 7:10 am Customer called and stated he is being charged long distance fees when he calls his phone company (Oceanic). He stated Sprint has an agreement with the phone company indicating long distance fees would not be passed on to the customers. He also stated when he contacts Sprint customer service he receives messages that are garbled and unable to communicate. Please contact the customer via email.	09/15/07	Forward information to customer service.
11	07/23/07	Disconnect/Reconnect during calls	07/23/07	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. Customer is checking to see if they have Call Waiting to confirm if they need to set up a block during captioned calls to avoid disruption.
12	06/08/07	A HI Voice Carry Over customer says his brother in CA cannot hear him when he calls. His brother can hear the operator only. The last time this happened was 6/8 at 11:20 AM (Hawaii time). Apologized for inconvenience. Follow-up requested.	06/08/07	Account Manager called the customer for the follow up. The customer stated that the issue was resolved and the Voice Carry Over equipment is functioning fine.
13	06/03/07	TTY customer said he gave the agent a number to dial and she hung up. Customer also said he is not satisfied with Sprint Service. He said his questions are not answered and everything is blamed on equipment. I apologized for the hang up and told him I would follow up with the agent and recorded his comments for Sprint review. No follow up requested	06/03/07	Agent said she did not hang up on the customer. She had dialed out a number for him and reached a lengthy recording which she typed out. The TTY user asked a question which she did not understand and she tried to clarify with him. She was confused by his response and she put up a Red cup for supervisor assistance. The supervisor was half way to her station and the TTY user hung up before she got there

DOCKET NO. 13-123

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ICD Room