



STATE OF WYOMING
DEPARTMENT OF WORKFORCE SERVICES

DIVISION OF VOCATIONAL REHABILITATION

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Director Joan K. Evans

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CG Docket 03-123

June 30, 2008

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

Reference: Annual Consumer Complaint Log Summary: June 2007 – May 2008

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2008.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Hamilton Relay, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total "Service, Technical, and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2007, through May 31, 2008, the TRS provider processed fifteen thousand, two hundred twenty five (15,225) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of twenty one thousand, three hundred eighty four (21,384) CapTel outbound calls on behalf of Wyoming Relay. A total of eighteen (18) customer complaints were received, which is a rate of five one-hundredths of a percent (.05%). Of the eighteen complaints, eight were filed with CTI CapTel Customer Service, six were filed with Hamilton's Wyoming Relay Customer Service, three were filed with a Hamilton Operations Manager and one was filed with a Hamilton Supervisor.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Hamilton Relay normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved. None of the eighteen complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Cell phone problem

Problem calling Canada through Relay

Scam or harassing call through relay

CapTel complaint (VoIP Call connection difficulties)

Complaint resolution included:

Referred customer to their cell phone provider

Provided information/education to customer

Technical department resolved the issue

Referred customer to their phone provider or law enforcement

Eight of the eighteen complaints received occurred in February and one in March when Qwest changed the routing to an incompatible network using VOIP lines which caused data connection difficulties. Customers were complaining that they were unable to get captions on outgoing calls. Wyoming Telecommunications Relay Service, Hamilton Relay and CapTel worked together to determine the cause of the problem, the extent of the problem and implement a solution expediently. Tech support for CapTel routed calls through an alternate network so that within 48 hours the problem was resolved.

In the Miscellaneous Complaints category, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay. In addition, as part of outreach activities, Wyoming Relay educates users on ways to recognize fraudulent/scam calls, ways to prevent being victimized by the calls, and what to do if you have already been a victim of a fraudulent relay call.

June 30, 2008

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 13 pages
Wyoming Relay Complaint Tally Sheet, 3 pages
Wyoming Relay Complaint Report, 4 pages

Cc: Arlene Alexander