



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DOCKET FILE COPY ORIGINAL

Rhode Island Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick RI 02888
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June 26, 2008

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

Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C408
Washington DC 20554

Received & Inspected

JUL - 1 2008

FCC Mail Room

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

Dear Ms. Dortch,

The Rhode Island Public Utilities 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 Rhode Island to provide Telecommunications Relay Service.

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

NE 1200-1001
LISTAB002 044

- 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 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. Those complaints and resolutions are reflected in this report. Hamilton generally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

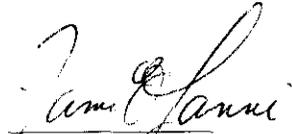
In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find four (4) complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Of thirty-six (36) total complaints in Rhode Island, twenty (20) of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Outreach and Customer Service personnel have been to this user's home on several occasions to assist, but this customer still does not fully

understand telecommunications relay service. Hamilton's Customer Service will continue to work with this relay user.

Please feel free to contact myself at 401-780-2120 or Dixie Ziegler with Hamilton Relay at 800-618-4781 (V/TTY) with any questions regarding the above.

Sincerely,



James E. Janni
Associate Public Utilities Administrator
for Operations and Consumer Affairs
401-780-2120 (TTY/V) 401-941-4885 (FAX)
jlanni@ripuc.state.ri.us

cc: Thomas F. Ahern, DPUC Administrator
Elia Germani, PUC Chairman

Rhode Island Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

**External Complaints--
Miscellaneous**

**Inquire Date 8/7/2007
Record ID 14334
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/7/2007
Resolution 8/7/2007**

Customer inquired about a recording that stated that number was out of service.
Customer Service directed the customer to their local telephone company. Customer understood.

**External Complaints--
Miscellaneous**

**Inquire Date 5/21/2008
Record ID 16471
Call Taken By Supervisor
CA Number
Responded By Steve
Response Date 5/21/2008
Resolution 5/21/2008**

Customer stated that friends and family living out of state are unable to reach their state relays. Customer requested where to direct their family to report this issue.
Supervisor gave the appropriate relay customer service numbers. Customer was satisfied.

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

**Inquire Date 6/24/2007
Record ID 14093
Call Taken By Lead CA
CA Number
Responded By Sue/Tina
Response Date 6/24/2007
Resolution 6/25/2007**

Customer stated that the CA did not voice all the information that was typed.
Lead CA apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

**Service Complaints--CA Gave
Wrong Information**

**Inquire Date 3/2/2008
Record ID 15809
Call Taken By Operations Mgr
CA Number 6305
Responded By Barb
Response Date 3/2/2008
Resolution 3/2/2008**

Customer stated that CA did not voice all information that the customer typed.
Relay Manager apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer requested a Supervisor, but there was no response from the CA, so the customer hung up.

***Inquire Date 7/25/2007
Record ID 14229
Call Taken By Supervisor
CA Number 6173
Responded By Michelle/Diane
Response Date 7/25/2007
Resolution 7/25/2007***

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. The call information was forwarded to the technical department. The technical department discovered that the CA had followed proper procedures.

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA did not keep her informed.

***Inquire Date 10/17/2007
Record ID 14736
Call Taken By Customer Service Rep
CA Number 6232
Responded By Tina
Response Date 10/17/2007
Resolution 10/17/2007***

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

Service Complaints--CA Did not Keep User Informed

Customer stated that CA did not keep her informed and Supervisor was rude.

***Inquire Date 10/28/2007
Record ID 14872
Call Taken By Operations Mgr
CA Number 6274
Responded By Barb
Response Date 10/28/2007
Resolution 10/28/2007***

Relay Manager apologized and stated CA and Supervisor would be counseled. CA and Supervisor were counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated that CA did not keep her informed during her call.

***Inquire Date 11/14/2007
Record ID 14984
Call Taken By Supervisor
CA Number 6226
Responded By Jody/Barb
Response Date 11/14/2007
Resolution 11/15/2007***

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

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA did not keep her informed on a call and requested the Supervisor to take over their call.

*Inquire Date 12/2/2007
Record ID 15090
Call Taken By Supervisor
CA Number 5379
Responded By Latrice
Response Date 12/2/2007
Resolution 12/2/2007*

Supervisor apologized and stated the CA would be counseled and processed the call for the customer. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA did not repeat conversation when requested.

*Inquire Date 1/28/2008
Record ID 15459
Call Taken By Lead CA
CA Number 5216
Responded By Danita
Response Date 1/28/2008
Resolution 1/28/2008*

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

Service Complaints--CA Hung Up on Caller

Customer stated CA hung up.

*Inquire Date 6/21/2007
Record ID 14014
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 6/21/2007
Resolution 6/22/2007*

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer disconnected. Customer was notified and understood.

Service Complaints--CA Hung Up on Caller

Customer stated that the CA did not respond to what they had typed and that the CA hung up.

*Inquire Date 7/16/2007
Record ID 14204
Call Taken By Customer Service Rep
CA Number 6585
Responded By Tina/Diane
Response Date 7/16/2007
Resolution 7/16/2007*

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the CA did disconnect. CA was counseled and customer was notified.

***Service Complaints--CA Hung
Up on Caller***

*Inquire Date 8/12/2007
Record ID 14326
Call Taken By Customer Service
Rep
CA Number 6231
Responded By Tina
Response Date 8/15/2007
Resolution 8/23/2007*

Customer stated that the CA hung up.

Customer Service apologized and forwarded the call information to the technical department. The technical department discovered that the CA did disconnect the call. CA was counseled and customer was notified.

***Service Complaints--CA Hung
Up on Caller***

*Inquire Date 9/7/2007
Record ID 14481
Call Taken By Supervisor
CA Number 6528
Responded By Steve/Tina
Response Date 9/11/2007
Resolution 9/11/2007*

Customer stated that CA hung up.

Supervisor forwarded the information to the technical department. The technical department discovered that the customer disconnected. Customer Service notified the customer. Customer was satisfied.

***Service Complaints--CA Hung
Up on Caller***

*Inquire Date 9/23/2007
Record ID 14603
Call Taken By Supervisor
CA Number 6198
Responded By Tina
Response Date 9/27/2007
Resolution 10/1/2007*

Customer stated that the CA hung up on her.

Supervisor forwarded information to the technical department. The technical department discovered that there had been a technical issue at the workstation. Workstation issue has been resolved and customer was notified.

***Service Complaints--CA Hung
Up on Caller***

*Inquire Date 10/29/2007
Record ID 14873
Call Taken By Operations Mgr
CA Number 3015, 3057, & 6313
Responded By Diane
Response Date 10/29/2007
Resolution 10/29/2007*

Customer stated these CAs did not respond to her after she typed information to them. Customer stated that the CAs hung up on her.

Assistant Operations Manager explained that the CA would be unable to type if customer continues to type information after the 'GA'. The information was forwarded to the technical department. The technical department discovered that the customer disconnected first. Customer was notified and understood.

***Service Complaints--CA Hung
Up on Caller***

Customer stated that the CA did not keep her informed of what was happening on the call and then disconnected her call.

*Inquire Date 11/27/2007
Record ID 15058
Call Taken By Operations Mgr
CA Number 6226
Responded By Diane
Response Date 11/28/2007
Resolution 11/28/2007*

Assistant Operations Manager apologized and forwarded the information to the technical department. The technical department discovered that the CA disconnected the call. CA was counseled.

***Service Complaints--CA Hung
Up on Caller***

Customer stated that the CA hung up in the middle of the call.

*Inquire Date 11/30/2007
Record ID 15064
Call Taken By Supervisor
CA Number 6336
Responded By Briana/Tina
Response Date 12/3/2007
Resolution 12/4/2007*

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the customer disconnected. Customer was notified.

***Service Complaints--CA Hung
Up on Caller***

Customer stated that the CA hung up during a call.

*Inquire Date 2/1/2008
Record ID 15494
Call Taken By At the Workstation
CA Number 6238
Responded By Diane
Response Date 2/1/2008
Resolution 2/1/2008*

Lead CA forwarded the information to the technical department. The technical department discovered that the customer disconnected the call. Customer was notified.

***Service Complaints--CA Hung
Up on Caller***

Customer stated that CA hung up during a call.

*Inquire Date 2/10/2008
Record ID 15554
Call Taken By Lead CA
CA Number 6374
Responded By Brandon/Tina
Response Date 2/11/2008
Resolution 2/14/2008*

Lead CA forwarded the information to the technical department. The technical department discovered that the customer disconnected the call. Customer was notified.

***Service Complaints--CA Hung
Up on Caller***

*Inquire Date 3/5/2008
Record ID 16006
Call Taken By Lead CA
CA Number 6903
Responded By Jackie/Tina
Response Date 3/7/2008
Resolution 3/11/2008*

Customer stated that the CA hung up on her when she attempted to place a call.
Lead CA apologized and forwarded the information to the technical department. The technical department discovered that the customer's line disconnected. Customer was notified.

Service Complaints--CA Typing

*Inquire Date 5/21/2008
Record ID 16490
Call Taken By Lead CA
CA Number
Responded By Steve/Tina
Response Date 5/21/2008
Resolution 5/30/2008*

Customer stated that CA had poor typing and misspelled several words during their call. Customer did not have the CA number.
Lead CA forwarded call information to the technical department. The technical department discovered the CA number and CA was counseled. Customer was notified and satisfied. CA's last typing score was 72 WPM with 97% accuracy.

***Service Complaints--CA
Misdialed Number***

*Inquire Date 10/29/2007
Record ID 14874
Call Taken By Operations Mgr
CA Number 6310
Responded By Barb
Response Date 10/29/2007
Resolution 10/29/2007*

Customer stated CA did not dial the requested speed dial number.
Relay Manager apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

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

*Inquire Date 6/18/2007
Record ID 14009
Call Taken By Customer Service
Rep
CA Number
Responded By Michelle
Response Date 6/18/2007
Resolution 6/18/2007*

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

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

**Inquire Date 3/5/2008
Record ID 15757
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 3/5/2008
Resolution 3/5/2008**

Customer had been receiving fraudulent phone calls through the relay and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company and report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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

**Inquire Date 4/3/2008
Record ID 16007
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/3/2008
Resolution 4/3/2008**

Customer has been receiving harassing 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 4/16/2008
Record ID 16106
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Barb
Response Date 4/16/2008
Resolution 4/16/2008**

Customer has been receiving harassing telephone calls through Internet Relay and inquired who had called. Customer requested the Relay Manager.

Relay Manager explained Internet Relay and suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager 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--Didn't
Follow Policy/Procedure**

**Inquire Date 3/18/2008
Record ID 15898
Call Taken By Lead CA
CA Number 6372
Responded By Chris/Barb
Response Date 3/20/2008
Resolution 3/20/2008**

Customer stated that CA did not follow procedure when dialing to leave a message on an answering machine. Customer stated that they were billed for the second call to leave the message.

Lead CA forwarded the information to the technical department. The technical department discovered that the call was processed with no billing. Customer was notified.

***Service Complaints--
Miscellaneous***

Customer requested access to 2-1-1 through the relay.

***Inquire Date 9/18/2007
Record ID 14590
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 9/19/2007
Resolution 9/19/2007***

Relay Manager apologized and stated that the 2-1-1 access information had been updated at the relay, so call should be fine. Customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated the CA did not inform her that she was a trainee at the beginning of the call.

***Inquire Date 10/7/2007
Record ID 14697
Call Taken By Supervisor
CA Number 6282FT
Responded By Brenda/Diane
Response Date 10/8/2007
Resolution 10/8/2007***

Supervisor apologized and explained what the letters at the end of the CA number mean. Supervisor stated that the CA would be counseled in regards to this issue. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated that she did not feel the CA was handling the call well and requested that the Supervisor stay through the whole call.

***Inquire Date 10/26/2007
Record ID 14869
Call Taken By Supervisor
CA Number 6179
Responded By Steve
Response Date 10/26/2007
Resolution 10/26/2007***

Supervisor stayed with the CA through the call. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated that when the Supervisor arrived at the workstation they did not give their name.

***Inquire Date 10/27/2007
Record ID 14870
Call Taken By Lead CA
CA Number 6209
Responded By Sue
Response Date 10/27/2007
Resolution 10/27/2007***

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

Technical Complaints--Connect Time (TTY/Voice)

Inquire Date 9/14/2007
Record ID 14569
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 9/14/2007
Resolution 9/14/2007

Customer stated that they had to place three calls to the relay to reach a CA.

Customer Service apologized and explained that the relay had been extremely busy and had experienced a high call volume at that time. Customer Service asked that the customer try their call again. Calls were answered at 92% within 10 seconds for the day.

Technical Complaints--711 Problems

Inquire Date 11/26/2007
Record ID 15017
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 11/26/2007
Resolution 2/26/2008

Customer stated that they have to dial 7-1-1 more than once to connect. When connected with 7-1-1, they receive garble from the CA.

Customer Service apologized and forwarded the information to the technical department. The technical department was unable to discover any issues with the relay. Customer Service has attempted to contact the customer to place test calls. There has been no further contact from customer.

Technical Complaints--711 Problems

Inquire Date 4/22/2008
Record ID 16144
Call Taken By Customer Service Rep
CA Number
Responded By Michelle
Response Date 4/22/2008
Resolution 4/22/2008

Customer stated they are unable to dial 7-1-1 from their office PBX and requested an alternate number.

Supervisor provided the customer the toll free number and explained why 7-1-1 may not work from their office. Supervisor offered to work with their office telephone administrator, but customer refused.

Technical Complaints--Line Disconnected

Inquire Date 4/8/2008
Record ID 16056
Call Taken By At the Workstation
CA Number
Responded By Sarah
Response Date 4/8/2008
Resolution 4/8/2008

Customer stated that he keeps getting disconnected whenever he dials his call through the relay.

Customer Service requested call information, but customer refused and hung up.

Captel--Complaints

Captions Lag too far behind voice.

Inquire Date 12/3/2007

Record ID 56893

CA Number

Responded By EY

Resolution 12/3/2007

Customer said that captions were too far behind voice, but was unable to provide specific date, time or amount of delay. Apologized for this experience. Advised customer to document time, and date of call if delays continue to be an issue and customer would like us to follow up further. [FCC typing speed requirements still well exceeded.] Customer has not responded to multiple contact attempts.

Captel--Complaints

Technical – General

Inquire Date 3/14/2008

Record ID 67980

CA Number

Responded By KM

Resolution 3/15/2008

SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

Captel--Complaints

Technical – General

Inquire Date 4/23/2008

Record ID 72020

CA Number

Responded By KA

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.

DOCKET NO. 03-123

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