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Governor

State of Wyoming Department of Workforce Services

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CG Docket 03-123
DA 09-1318
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Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
9300 East Hampton Drive
Capitol Heights, MD 20743

Reference: Annual Consumer Complaint Log Summary: June 2008 – May 2009

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, 2009.

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, 2008, through May 31, 2009, the TRS provider processed fifteen thousand, two hundred twenty-six (15,226) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of twenty-six thousand, seven hundred thirty-one (26,731) CapTel outbound calls on behalf of Wyoming Relay. A total of nineteen (19) customer complaints were received, which is a rate of five one-hundredths of a percent (.05%). Of the nineteen complaints, three were filed with CTI CapTel Customer Service, one was filed with the state agency, ten were filed with Hamilton's Wyoming Relay Customer Service, one was filed with a Hamilton Lead CA and four were 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 nineteen complaints were escalated for action by the Federal Communications Commission.

The nature of the complaints were as follows:

Carrier of Choice not available

Problem accessing relay through 711 or toll free number

Problem calling an International number through Relay

Problem calling long distance through the Customer's provider

Unable to retrieve messages from Customer's answering machine

Customer's profile does not display

Customer's caller identification did not display properly

Customer's long distance carrier does not display properly on the caller's screen

Scam or harassing call through relay

CA was rude or didn't follow instructions

CapTel complaint

Complaint resolutions included:

Referred customer to their Long Distance phone provider

Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Provided information/education to customer

Technical department resolved the issue

Referred customer to their phone provider or law enforcement

Apologies to Customer and counseled CA

Updated customer's profile

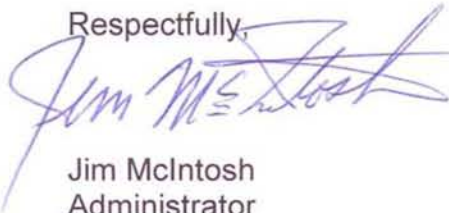
In the Miscellaneous Complaints category, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the

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.

Wyoming's relay provider (Hamilton Telephone Company) is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, VRS) under protective seal.

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,

A handwritten signature in blue ink, appearing to read "Jim McIntosh", is written over the typed name and title.

Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 12 pages
Wyoming Relay Complaint Tally Sheet, 3 pages
Wyoming Relay Complaint Report, 5 pages