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Commonwealth of Kentucky
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James W. Gardner
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June 26, 2009

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2008 through May 31, 2009
CG DOCKET NO. 03-123
DA NO. 09-1318

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.

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.

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

Kentucky Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

**External Complaints--
Miscellaneous**

Customer reported trouble with telephone lines.

Inquire Date 7/3/2008

Record ID 11441
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 7/3/2008
Resolution 7/3/2008

Customer Service referred customer to local telephone company to report trouble.

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

Customer has been receiving harassing telephone calls and requested their number be blocked.

Inquire Date 6/16/2008

Record ID 11319
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 6/16/2008
Resolution 6/16/2008

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay 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**

Customer has been receiving fraudulent telephone calls through the relay.

Inquire Date 3/26/2009

Record ID 12275
Call Taken By Supervisor
CA Number
Responded By Deborah
Response Date 3/26/2009
Resolution 3/26/2009

Customer Service suggested that the customer 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**

Customer has been receiving fraudulent telephone calls through the relay.

Inquire Date 3/31/2009

Record ID 12289
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 3/31/2009
Resolution 3/31/2009

Customer Service suggested that the customer 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--

Customer has been receiving fraudulent telephone calls

Fraudulent/Harassment Call through the relay.

Inquire Date 4/17/2009

Record ID 12349
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 4/17/2009
Resolution 4/17/2009

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**

Customer has been receiving fraudulent telephone calls through the relay.

Inquire Date 4/23/2009

Record ID 12388
Call Taken By Lead CA
CA Number
Responded By Martina
Response Date 4/23/2009
Resolution 4/23/2009

Lead CA suggested that the customer contact their local telephone company or 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 call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls through the relay.

Inquire Date 4/30/2009

Record ID 12426
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 4/30/2009
Resolution 4/30/2009

Customer Service suggested 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.

**Technical Complaints--711
Problems**

Customer has been unable to access 711.

Inquire Date 6/17/2008

Record ID 11335
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 6/17/2008
Resolution 6/17/2008

Customer Service forwarded information to the technical department. The technical department discovered no issues. Test calls were placed, which were successful. Customer was referred to their local telephone company. Customer understood.

Technical Complaints--711

Customer stated unable to access 711 through the relay.

Problems***Inquire Date 6/18/2008***

Record ID 11334
 Call Taken By Customer Service
 CA Number
 Responded By Deborah
 Response Date 6/18/2008
 Resolution 6/18/2008

Customer Service forwarded information to the technical department. The technical department discovered no issues. Test calls were placed, which were successful. Customer was referred to their local telephone company. Customer understood.

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

Inquire Date 1/18/2009

Record ID 11993
 Call Taken By Lead CA
 CA Number
 Responded By Deborah
 Response Date 1/18/2009
 Resolution

Customer requested Insight Communications as their long distance provider.

Customer Service explained that Insight Communications was not a participating provider through the relay and offered a profile for an alternate carrier. Customer refused. Insight has contacted the relay to acquire information. There has been no further contact from the provider. As of 5/31/09, Insight Communications is still not a participating provider through the relay.

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

Inquire Date 1/20/2009

Record ID 12014
 Call Taken By Supervisor
 CA Number
 Responded By Deborah
 Response Date 1/20/2009
 Resolution

Customer requested Insight Communications as their long distance provider.

Customer Service explained that Insight Communications was not a participating provider through the relay and offered a profile for an alternate carrier. Customer Service has contacted Insight Communications to become a participating provider. There has been no further contact from the provider. As of 5/31/09, Insight Communications is still not a participating provider through the relay.

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

Inquire Date 2/5/2009

Record ID 12102
 Call Taken By Lead CA
 CA Number
 Responded By Martina
 Response Date 2/5/2009
 Resolution 2/5/2009

Customer requested Vonage as a long distance provider through the relay.

Lead CA explained that Vonage was not a participating provider through the relay and offered a profile for an alternate carrier. Customer refused. Vonage has been contacted by the relay and offered the toll free translation number.

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

Customer requested Vonage as a long distance provider through the relay.

Access***Inquire Date 2/6/2009***

Record ID 12101
 Call Taken By Customer Service
 CA Number
 Responded By Deborah
 Response Date 2/6/2009
 Resolution 2/6/2009

Customer Service explained that Vonage was not a participating provider through the relay and offered a profile for an alternate carrier. Customer refused. Vonage has been contacted by the relay and offered the toll free translation number.

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

Inquire Date 2/26/2009

Record ID 12151
 Call Taken By Customer Service
 CA Number
 Responded By Deborah
 Response Date 2/26/2009
 Resolution

Customer requested Insight Communications as a long distance provider through the relay.

Customer Service explained that Insight Communications was not a participating provider through the relay and offered a profile for an alternate provider. Customer refused. As of 5/31/09, Insight Communications is still not a participating provider through the relay.

***Technical Complaints--
 Miscellaneous***

Inquire Date 12/29/2008

Record ID 11924
 Call Taken By Customer Service
 CA Number
 Responded By Deborah
 Response Date 12/29/2008
 Resolution 12/29/2008

Customer stated they have been unable to place long distance calls through the relay. Customer stated they would ask a representative from AT&T to contact relay.

Customer Service spoke with a representative from AT&T who discovered a block was placed on the customer's long distance. Customer was notified.

***Technical Complaints--
 Miscellaneous***

Inquire Date 1/1/2009

Record ID 11974
 Call Taken By Supervisor
 CA Number
 Responded By Deborah
 Response Date 1/1/2009
 Resolution 1/1/2009

Customer stated they have been unable to place long distance cell phone calls through the relay. Customer receives a recording stating that access to the long distance provider is not authorized.

Supervisor apologized and no billed the call. Customer Service explained there was a technical issue with the relay. Issue was resolved and customer was notified.

CapTel--Complaints***Inquire Date 6/16/2008***

Record ID 78126
 Call Taken By CTI
 CA Number

Customer stated that during a call the captions ended prematurely.

Customer Service forwarded this information to the Captioning Center Staff who investigated and determined that the system

Responded By K.M.
Response Date 6/16/2008
Resolution 6/17/2008

had detected the call as a disconnect. Since a period of time had passed where there was no apparent connection on the call, the captioning terminated automatically. Customer Service followed up with the customer and apologized for the misinterpretation of silence on the line.

CapTel--Complaints

Inquire Date 11/7/2008

Record ID 93518
Call Taken By CTI
CA Number
Responded By M.Mo.
Response Date 11/7/2008
Resolution 11/7/2008

Customer stated that they received a bill from the default carrier which showed monthly reoccurring charges.

Customer Service advised the customer to consult the billing provider since they appeared to be a customer of the provider.

CapTel--Complaints

Inquire Date 12/11/2008

Record ID 98377
Call Taken By CTI
CA Number
Responded By J.S.
Response Date 12/11/2008
Resolution 12/19/2008

Customer stated that they were having problems with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer was notified that the issue was resolved.

CapTel--Complaints

Inquire Date 12/19/2008

Record ID 98376
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 12/19/2008
Resolution 12/19/2008

Customer stated that the wait time was slightly longer than what they normally experience.

Customer Service explained that a severe snow storm had impacted the staffing at the Captioning Service center. Customer Service advised the customer to let the call ring a few moments longer than usual.

CapTel--Complaints

Inquire Date 12/19/2008

Record ID 98407
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 12/19/2008

Customer stated that they were unable to dial a regional 800 number.

Customer Service informed technical support of this issue. Technical support was able to make adjustments so that the customer could successfully dial and place a captioned call to

Resolution 12/19/2008

a regional 800 number.

CapTel--Complaints**Inquire Date 4/27/2009**

Record ID 115560
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 4/27/2009
Resolution 4/27/2009

Customer stated that when dialing a local or long distance call through the Captioning Service, they would receive the following error message; "Your long distance call has been temporarily discontinued – please call customer service for assistance."

Customer Service forwarded the information to technical support and to the network vendor. Technical support was able to make an interim adjustment and change the routing of calls while permanently resolving the issue. Customer Service notified the customer of resolution of the issue.
