

DOCKET FILE COPY ORIGINAL

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**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

June 24, 2009

Received & Inspected

JUN 29 2009

FCC Mail Room

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 State of Wisconsin, Department of Administration 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 Wisconsin to provide Telecommunications Relay Service.

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

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- 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 one complaint 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 608-567-8652 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Jack R. Cassell, WTRS Contract Administrator

cc: Original and 4 copies of each filing

Wisconsin Relay 2009 FCC Complaint Report

Received & Inspected

6/1/08 to 5/31/09

JUN 29 2009

FCC Mail Room

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

Customer stated that CA hung up on them.

Inquire Date 8/25/2008
Record ID 16760
Call Taken By jr
CA Number 6202
Responded By jr
Response Date 8/26/2008
Resolution 8/26/2008

Customer Service forwarded the information to the technical department. The technical department discovered that the originator disconnected the call. Customer was informed and was thankful.

**Service Complaints--CA Typing
Speed**

Customer stated that CA's typing was slow and that the CA needs to improve their speed. The customer requested a follow up call.

Inquire Date 3/4/2009
Record ID 17009
Call Taken By BS/TT
CA Number
Responded By BR
Response Date 3/5/2009
Resolution 3/5/2009

Customer Service apologized and stated that the CA would be monitored more frequently. CA's last typing score was 62 WPM with 98% accuracy. Customer was satisfied.

**Service Complaints--CA Typing
Speed**

Customer stated that CA's typing was slow. Customer felt that the CA needed to improve their typing speed.

Inquire Date 3/26/2009
Record ID 17045
Call Taken By jr
CA Number 6472
Responded By jr
Response Date 3/31/2009
Resolution 3/31/2009

Customer Service apologized. CA had been placed in a typing course and was not allowed to handle calls until their speed and accuracy improved. CA's latest typing score was 60 WPM with 98% accuracy. CA has been allowed to handle calls, but continues the typing course in order to further develop their typing speed and accuracy.

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

Customer had received a fraudulent telephone call through the relay. Customer gave the CA number, which was not a Hamilton CA number.

Inquire Date 3/17/2009
Record ID 17022
Call Taken By MEB
CA Number
Responded By MEB
Response Date 3/17/2009
Resolution 3/17/2009

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that the calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

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 List A B C D E

**Service Complaints--
Ringing/No Answer**

**Inquire Date 3/2/2009
Record ID 16998
Call Taken By Lead CA
CA Number
Responded By TT
Response Date 3/2/2009
Resolution 3/2/2009**

Customer stated they received a recording to wait for the next available CA. Customer stated that they have attempted several times and had not been able to reach a CA.

Customer Service apologized and explained that the recording is reached when the relay has been busy. Customer Service further explained that the recording is to inform the customer to please stay on the line for a CA and that calls are handled in the order they reach the relay. Customer understood. Calls were answered at 96% within 10 seconds for the day.

**Technical Complaints--Line
Disconnected**

**Inquire Date 2/3/2009
Record ID 16975
Call Taken By BS
CA Number
Responded By MEB
Response Date 2/9/2009
Resolution 2/9/2009**

Customer stated that his phone call had been disconnected.

Customer Service apologized for the inconvenience and forwarded the information to the technical department. The technical department discovered that there was a switch issue. Issue was resolved and customer was satisfied.

CapTel--Complaints

**Inquire Date 6/16/2008
Record ID 78087
Call Taken By CTI
CA Number
Responded By J.S.
Response Date 6/16/2008
Resolution 6/16/2008**

Customer stated difficulties 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 Service notified the customer that the issue was resolved.

CapTel--Complaints

**Inquire Date 6/23/2008
Record ID 78851
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 6/23/2008
Resolution 6/23/2008**

Customer stated difficulties 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 Service notified the customer that the issue was resolved.

CapTel--Complaints

**Inquire Date 6/24/2008
Record ID 78935
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 6/24/2008
Resolution 6/24/2008**

Customer stated difficulties 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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Customer stated issues with the accuracy of captions.

Inquire Date 7/8/2008
Record ID 80335
Call Taken By CTI
CA Number
Responded By K.M.
Response Date 7/8/2008
Resolution 7/8/2008

Customer Service apologized and forwarded the information to the Call Center Manager. Customer Service suggested that the customer note the date, time and CA number to report further issues. Customer understood.

CapTel--Complaints

Customer stated difficulties with their long distance network connection.

Inquire Date 7/14/2008
Record ID 81005
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 7/14/2008
Resolution 7/14/2008

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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Customer stated issues with the accuracy of captions.

Inquire Date 7/28/2008
Record ID 82342
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 7/28/2008
Resolution 7/28/2008

Customer Service apologized and explained that the CA had reported technical issues regarding the ability to hear both parties during the call in question. Customer understood.

CapTel--Complaints

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

Inquire Date 7/29/2008
Record ID 82694
Call Taken By CTI
CA Number
Responded By D.F.
Response Date 7/29/2008
Resolution 7/29/2008

Customer Service explained to the customer why the disconnection/reconnection issue might be happening and sent the customer information regarding the difference between a CapTel phone and a traditional phone.

CapTel--Complaints

Customer stated difficulties with their long distance network connection.

Inquire Date 8/6/2008
Record ID 83415
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 8/6/2008
Resolution 8/6/2008

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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Inquire Date 8/7/2008
Record ID 83588
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 8/7/2008
Resolution 8/7/2008

Customer stated that the captions were delayed behind the voice during calls which makes the seconds of silence awkward, especially on work related calls. Customer asked if there was a way to request a certain CA.

Customer Service replied that it was not possible to request a certain CA and informed the customer that in 2-Line mode they can switch to a new CA by turning off and on the captions at any time during a call.

CapTel--Complaints

Inquire Date 8/12/2008
Record ID 84233
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 8/12/2008
Resolution 8/12/2008

Customer stated difficulties 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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Inquire Date 8/18/2008
Record ID 84794
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 8/18/2008
Resolution 8/18/2008

Customer stated difficulties 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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Inquire Date 8/18/2008
Record ID 84855
Call Taken By CTI
CA Number
Responded By M.Mo.
Response Date 8/18/2008
Resolution 8/21/2008

Customer stated difficulties 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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Inquire Date 8/19/2008
Record ID 85086
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 8/19/2008
Resolution 8/19/2008

Customer stated difficulties 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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Customer stated difficulties with their long distance network connection.

Inquire Date 8/20/2008
Record ID 85213
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 8/20/2008
Resolution 8/20/2008

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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Customer stated difficulties with their long distance network connection.

Inquire Date 8/21/2008
Record ID 85374
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 8/21/2008
Resolution 8/21/2008

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 Service notified the customer that the issue was resolved.

CapTel--Complaints

Customer stated that they were unable to successfully make outgoing calls.

Inquire Date 9/2/2008
Record ID 86277
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 9/2/2008
Resolution 9/4/2008

Customer Service forwarded the information to technical support. Technical support identified that the customer's outgoing calls were being routed through a VOIP network. Technical support made a change to route the calls through a different network which corrected the situation. Customer is now able to successfully make outgoing calls.

CapTel--Complaints

Customer stated that they were having technical difficulties.

Inquire Date 9/11/2008
Record ID 87410
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 9/11/2008
Resolution 9/11/2008

Customer Service determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

CapTel--Complaints

Customer stated that they were having technical difficulties.

Inquire Date 10/8/2008
Record ID 90041
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 10/8/2008
Resolution 10/8/2008

Customer Service determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

CapTel--Complaints

Customer stated that they were having some technical difficulties.

Inquire Date 10/17/2008
Record ID 91148
Call Taken By CTI
CA Number
Responded By D.F.
Response Date 10/17/2008
Resolution 10/17/2008

Customer Service provided the customer with an interim solution while they determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

CapTel--Complaints

Customer stated that they were unable to successfully make a call.

Inquire Date 12/12/2008
Record ID 97605
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 12/12/2008
Resolution 12/12/2008

Customer Service explained that CapTel experienced an interruption at the Data Center which caused some calls to drop and others remained unanswered during a ten minute outage. Calls continued to queue during the outage but were promptly answered once the interruption was resolved. Customer attempted their call again and it was successful.

CapTel--Complaints

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."

Inquire Date 4/27/2009
Record ID 115546
Call Taken By CTI
CA Number
Responded By D.F.
Response Date 4/27/2009
Resolution 4/27/2009

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 a code correction was completed by the network vendor to permanently resolve the matter. Customer Service notified the customer that the issue was resolved.

CapTel--Complaints

Customer stated difficulties with their long distance network connection.

Inquire Date 5/19/2009
Record ID 119833
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 5/19/2009
Resolution 5/19/2009

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 Service notified the customer that the issue was resolved.
