

Public Service Commission Of West Virginia

201 Brooks Street, P.O. Box 812
Charleston, West Virginia 25323

Phone: (304) 340-0300
FAX: (304) 340-0325

June 29, 2008

Received & Inspected

JUL 1 - 2009

FCC Mail Room

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2008 through May 31,
2009

CG DOCKET NO. 03-123
DA NO. 07-2762

Dear Ms. Dortch,

The Public Service Commission of West Virginia 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 West Virginia to provide Telecommunications Relay Service.

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

FILED
JUL 1 2009

0 FY

- 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. The complaints enclosed are resolved.

Please feel free to contact me at 304-340-0451 or dhowell@psc.state.wv.us with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "David Howell". The signature is fluid and cursive, with the first name "David" and last name "Howell" clearly distinguishable.

David Howell Utilities Analyst
Public Service Commission
P.O. Box 812
Charleston, WV 25323

DH/dh

Exhibit 1

West Virginia Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

Service Complaints--Caller ID Not Working Properly

***Inquire Date 1/2/2009
Record ID 13688
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 1/2/2009
Resolution 1/5/2009***

Customer stated there was an issue with the correct caller ID showing through the relay.

Customer Service explained that there was a technical problem at the relay and the technical department was working on a resolution. Issue was resolved on 1/5/09. Customer was notified.

Service Complaints--Caller ID Not Working Properly

***Inquire Date 1/4/2009
Record ID 13689
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/4/2009
Resolution 1/5/2009***

Customer stated there was an issue with the correct caller ID showing through the relay.

Customer Service explained that there was a technical problem at the relay and the technical department was working on a resolution. Issue was resolved on 1/5/09. Customer was notified.

Service Complaints--Miscellaneous

***Inquire Date 9/2/2008
Record ID 13640
Call Taken By Customer Service
CA Number 6309
Responded By LaShonda
Response Date 9/2/2008
Resolution 9/2/2008***

Customer requested that a password be put on their telephone in order to prevent long distance calls to be placed by others in the household.

Customer Service referred the customer to their long distance carrier for possible options. A profile was offered for restriction of long distance calls. Customer understood, but refused.

Service Complaints--Miscellaneous

***Inquire Date 9/11/2008
Record ID 13645
Call Taken By Customer Service
CA Number 6839
Responded By LaShonda
Response Date 9/11/2008
Resolution 9/11/2008***

Customer requested that 711 be blocked for long distance services from his son. Customer doesn't want his son to make long distance calls on the telephone.

Customer Service informed customer that the relay could not block long distance calls from his telephone. Customer Service directed customer to their long distance provider for options available through their telephone service..

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

**Inquire Date 6/11/2008
Record ID 13615
Call Taken By Customer Service
CA Number
Responded By Cassandra
Response Date 6/11/2008
Resolution 8/12/2008**

Customer requested Sudden Link Communications as their long distance telephone provider through the relay.

Customer Service explained that Sudden Link Communications was not a participating provider through the relay. A profile for an alternate carrier was offered, but customer refused. Sudden Link Communications became a participating provider through the relay. Customer was notified.

CapTel--Complaints

**Inquire Date 8/29/2008
Record ID 86248
Call Taken By CTI
CA Number
Responded By J.G.
Response Date 8/29/2008
Resolution 9/4/2008**

Customer stated that they were unable to reach a CapTel user when using a calling card. Customer stated a busy signal was received after dialing the captioning service and the calling card 800 number.

Customer Service worked with the calling card provider on behalf of the customer. Issue was resolved and customer was notified.

CapTel--Complaints

**Inquire Date 1/5/2009
Record ID 99674
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 1/5/2009
Resolution 1/5/2009**

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

Customer Service informed technical support. Technical support was able to make adjustments so that the customer could successfully dial and place a captioned call to a regional 800 number. Customer was notified and satisfied.
