



June 23, 2010

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, 2009 through May 31, 2010
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Kansas Relay Service, Inc. respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kansas to provide Telecommunications Relay Service.

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

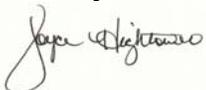
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton attempts to provide a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one complaint regarding one equal access in which the carrier involved is still working to become a carrier through relay.

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.

Kansas Relay Service, Inc. has received a total of 32 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2009 through May 31, 2010.

Please feel free to contact myself at 785-234-0200 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Joyce Hightower
KRSI/TAP Director

Kansas Relay Center 2010 FCC Complaint Report

6/1/09 to 5/31/10

External Complaints--Miscellaneous

Customer stated they receive automated message calls from Qwest.

***Inquire Date 6/29/2009
Record ID 12624
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 6/29/2009
Resolution Date 6/29/2009***

Customer Service suggested customer contact Qwest. Customer was appreciative.

External Complaints--Miscellaneous

Customer stated that when dialing 711 to reach the relay, they reach 911.

***Inquire Date 2/19/2010
Record ID 13358
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/19/2010
Resolution Date 2/19/2010***

Assistant Operations Manager forwarded call information to the technical department. The technical department discovered that the customer's local carrier had set the translation number incorrectly. Carrier was contacted and the issue was resolved. Customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated CA did not handle the call properly or use correct language.

***Inquire Date 4/9/2010
Record ID 13434
Call Taken By Customer Service
CA Number 9098
Responded By Beth
Response Date 4/9/2010
Resolution Date 4/9/2010***

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

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

Customer has been receiving fraudulent telephone calls.

***Inquire Date 7/2/2009
Record ID 12652
Call Taken By Lead CA
CA Number
Responded By Tramaine
Response Date 7/2/2009
Resolution Date 7/2/2009***

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.

***Inquire Date 8/20/2009
Record ID 12813
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 8/20/2009
Resolution Date 8/20/2009***

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.

***Inquire Date 8/26/2009
Record ID 12831
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 8/26/2009
Resolution Date 8/26/2009***

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***

Officer requested information concerning a fraudulent telephone call.

***Inquire Date 12/29/2009
Record ID 13211
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 12/29/2009
Resolution Date 12/29/2009***

Customer Service explained that if a court order is obtained then 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 1/21/2010
Record ID 13261
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 1/21/2010
Resolution Date 1/21/2010***

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.

***Inquire Date 2/16/2010
Record ID 13339
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 2/16/2010
Resolution Date 2/16/2010***

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.

***Inquire Date 2/25/2010
Record ID 13366
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 2/25/2010
Resolution Date 2/25/2010***

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.

***Inquire Date 4/14/2010
Record ID 13446
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 4/14/2010
Resolution Date 4/14/2010***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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 calls.

***Inquire Date 5/17/2010
Record ID 13523
Call Taken By Customer Service Rep
CA Number
Responded By Deborah
Response Date 5/17/2010
Resolution 5/17/2010***

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.

Technical Complaints--711 Problems

Customer stated unable to place a long distance call through the relay using 711.

Inquire Date 10/23/2009

Record ID 13003

Call Taken By Customer Service

CA Number

Responded By Deborah

Response Date 10/23/2009

Resolution Date 10/23/2009

Customer Service placed test calls, which were successful. Customer Service provided the toll free number. Customer Service requested their long distance provider to ensure that the translation number for 711 is set correctly. Customer stated that if the problem persists, they will contact the relay.

Technical Complaints--711 Problems

Customer stated when dialing 711, they reach 911.

Inquire Date 12/22/2009

Record ID 13199

Call Taken By Customer Service

CA Number

Responded By Deborah

Response Date 12/22/2009

Resolution Date 12/22/2009

Customer Service forwarded information to the technical department. The technical department stated the customer's telephone company may have the translation number for 711 set incorrectly in their switch. Customer Service attempted to contact the customer to acquire information about their telephone company. Customer Service has been unable to reach the customer.

Technical Complaints--711 Problems

Customer stated she could not access the relay by dialing 711 or the toll free number.

Inquire Date 5/18/2010

Record ID 13529

Call Taken By Lead CA

CA Number

Responded By Martina

Response Date 5/18/2010

Resolution 5/18/2010

Lead CA placed a test call, which was successful. Customer was notified. Customer Service has attempted to contact the customer to ensure that their calls are working properly. There has been no further contact from the customer.

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

Customer requested Blue Valley long distance.

Inquire Date 9/25/2009

Record ID 12950

Call Taken By Supervisor

CA Number

Responded By Gregory

Response Date 9/25/2009

Resolution Date

Supervisor explained that Blue Valley was not a participating provider through the relay and offered a profile with an alternate carrier. Customer refused. Customer Service has contacted Blue Valley about becoming a participating provider through the relay. As of 5/31/2010, Blue Valley is still not a participating provider through the relay.

**Technical Complaints--Line
Disconnected**

Customer stated calls are periodically disconnected.

**Inquire Date 6/6/2009
Record ID 12568
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 6/6/2009
Resolution Date 6/6/2009**

Customer Service placed test calls, which were successful. Customer Service suggested that the customer contact the relay if the issue occurs. Customer Service explained that with call information the call could be investigated. Customer was appreciative.

Technical Complaints--Miscellaneous

Customer stated they are unable to place a collect call from a correctional facility.

**Inquire Date 4/27/2010
Record ID 13474
Call Taken By Supervisor
CA Number
Responded By Gregory
Response Date 4/27/2010
Resolution Date 4/27/2010**

Customer Service attempted to gather further information, but customer hung up.

CapTel--Complaints

Billing Issue - Calling Card - unable to use.

**Inquire Date 6/8/2009
Record ID 123275
Call Taken By CTI
CA Number
Responded By MMo.
Response Date 6/8/2009
Resolution 6/24/2009**

Calling Card configuration not allowing proper processing of TRS calls through their system. Mailed customer prepaid calling card to assist.

CapTel--Complaints

Unable to make captioned calls.

**Inquire Date 9/2/2009
Record ID 139815
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 9/2/2009
Resolution 9/2/2009**

An adjustment was made to allow consumer to place a call from Canada to Kansas through the captioning service. Confirmed that the consumer was able to place their call successfully to the CapTel user.

CapTel--Complaints

Dialing/Setup - Call Waiting.

**Inquire Date 9/4/2009
Record ID 140391
Call Taken By CTI
CA Number
Responded By R.C.
Response Date 9/4/2009
Resolution 9/4/2009**

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 10/19/2009
Record ID 148073
Call Taken By CTI
CA Number
Responded By MMo.
Response Date 10/19/2009
Resolution 10/19/2009

Dialing/Setup - Call Waiting.

Advised customer's family member how to program Call Waiting block code in menu of CapTel phone.

CapTel--Complaints

Inquire Date 12/11/2009
Record ID 157803
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 12/11/2009
Resolution 12/11/2009

Dialing/Setup - Call Waiting.

Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 1/4/2010
Record ID 161041
Call Taken By CTI
CA Number
Responded By R.C.
Response Date 1/4/2010
Resolution 1/4/2010

Dialing/Setup - Call Waiting.

Customer Service advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 1/13/2010
Record ID 162958
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 1/13/2010
Resolution 1/13/2010

Dialing/Setup - Dialing Prefix.

Customer's son reported that customer could not dial out with captions. Customer Service advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Inquire Date 1/26/2010
Record ID 165276
Call Taken By CTI
CA Number
Responded By M.P.
Response Date 1/26/2010
Resolution 1/26/2010

Dialing/Setup - Call Waiting.

Customer's caregiver called and stated customer's CapTel is not working in 2-Line mode. Customer Service performed troubleshooting and found an incorrect Call Waiting Block. Customer Service advised helper of proper programming of Call Waiting block and confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Dial Tone - Not heard.

Inquire Date 2/4/2010
Record ID 167018
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 2/4/2010
Resolution 2/4/2010

Customer's daughter and grandson reported no dial tone on the CapTel phone. Customer Service advised customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

CapTel--Complaints

Billing Issue - Calling Card - unable to use.

Inquire Date 3/5/2010
Record ID 172099
Call Taken By CTI
CA Number
Responded By J.R.
Response Date 3/5/2010
Resolution 3/12/2010

Customer's daughter reported that she is unable to use her prepaid calling service to call customer through the captioning service. Detail was collected from the customer and provided to Technical support for investigation. Technical support made an adjustment to allow the call to process properly. Confirmed that after adjustment, daughter was able to successfully dial using her prepaid calling service number.

CapTel--Complaints

Dialing/Setup - Dialing Prefix.

Inquire Date 3/12/2010
Record ID 173310
Call Taken By CTI
CA Number
Responded By K.S.
Response Date 3/12/2010
Resolution 3/12/2010

Caller reported being unable to place outgoing captioned calls. Customer Service advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Dial Tone - Not heard.

Inquire Date 4/22/2010
Record ID 180181
Call Taken By CTI
CA Number
Responded By K.P.
Response Date 4/22/2010
Resolution 4/22/2010

Customer's coworker reported there was no dial tone. Customer Service advised customer to perform a physical reset. Confirmed this resolved the customer's experience.

CapTel--Complaints

Dial Tone - Not heard.

Inquire Date 4/23/2010
Record ID 180377
Call Taken By CTI
CA Number
Responded By K.P.
Response Date 4/23/2010
Resolution 4/23/2010

Customer's coworker said captions are not working. Customer Service provided troubleshooting steps and advised customer to perform a physical reset. Confirmed this resolved the customer's experience.

CapTel--Complaints

Inquire Date 4/26/2010
Record ID 180621
Call Taken By CTI
CA Number
Responded By M.P.
Response Date 4/26/2010
Resolution 4/26/2010

Dialing/Setup - Dialing Prefix

Customer's helper reported that customer has been unable to make or receive calls from her CapTel phone in 2-Line mode. Customer Service advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.