



**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

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June 24, 2010

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, 2009 through May 31, 2010

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 provided relay service to the State of Wisconsin for the period June 1, 2009 through December 29, 2009. The enclosed complaint log reflects this date.

In addition, Sprint Relay, with corporate offices located at 2055 W. Iles Avenue, Suite D, Springfield, IL 62704 is under the contract with State of Wisconsin to provide Telecommunications Relay Service for the period December 29, 2009 to May 31, 2010. The separate enclosed Sprint's complaint log via Sprint reflects this date.

Per Hamilton's response to FCC Public Notice where the FCC requests information concerning the total number of interstate relay calls by type; Hamilton will submit the total of interstate relay call by type report directly to FCC which is separated from the Wisconsin's Annual Complaint Log enclosure.

Per Sprint's response to FCC Public Notice where the FCC requests information concerning the total number of interstate relay calls by type; please see Sprint's cover letter for more information.

Hamilton and Sprint Relay track 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

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- 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 and Sprint Relay process 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 myself at 800-901-8389, Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY or Emma Danielson with Sprint Relay at 217-953-0858 with any questions regarding the above.

Sincerely,



Jack R. Cassell, WTRS Contract Administrator

cc: Michael Kessenich, DOA/DET Voice Section Chief