



STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

DOCKET FILE COPY ORIGINAL



Bill Richardson
Governor

Received & Inspected

Barbara "BJ" Wood
Executive Director

June 25, 2010

JUN - 6 2010
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, 2009 through May 31, 2010
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The New Mexico Commission for Deaf and Hard of Hearing Persons respectfully submits the enclosed complaint logs in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules.

The first complaint log is from Sprint Relay on behalf of New Mexico Relay Network, Inc. New Mexico Relay Network, Inc, with corporate offices located at 3809 Eubank Blvd. NE Albuquerque, NM 87111, was under contract with the State of New Mexico to provide Telecommunications Relay Service for the time period June 1, 2009 to June 30, 2009 (the contract period was March 1, 2009 through June 30, 2009.) The enclosed complaint log reflects this date.

The second complaint log is from Hamilton Relay. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of New Mexico to provide Telecommunications Relay Service for the time period July 1, 2009 (Hamilton's first day of service) to May 31, 2010. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of New Mexico. The State of New Mexico's complaint summary is associated with the following database categories:

Albuquerque | 2500 Louisiana NE, Suite 400 | Albuquerque, NM 87110
V/TTY: 505.881.8824 | VP: 505.435.9319 | Fax: 505.881.8831

Las Cruces | 304 W. Griggs, Suite 4 | Las Cruces, NM 88005
V: 575.525.1037 | TTY: 575.525.1027 | VP: 575.541.3403

Toll-Free: 1.800.489.8536 | **Website:** www.cdhh.state.nm.us

No. of Copies rec'd 0+4
List ABCDE

- 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. The complaints enclosed are resolved with the exception of those equal

access complaints 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 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.

After compiling data from both complaint logs, Relay New Mexico 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 me at 505.881.8824 V/TTY or 505.435.9147 VP with any questions regarding the above.

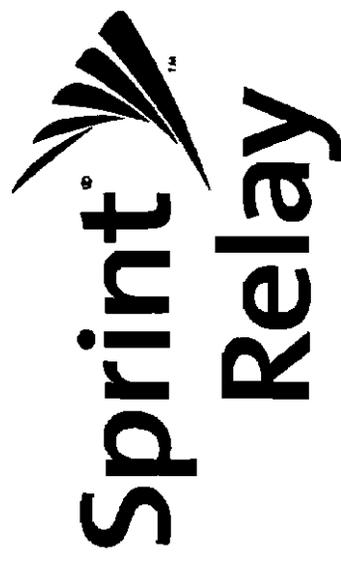
Sincerely,

A handwritten signature in black ink, appearing to read "Shannon E. Smith".

Shannon E. Smith, MBA/HRM

Director of Telecommunications & Technical Assistance/Relay Administrator

Cc: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street SE
Washington, DC 20554



**New Mexico FCC Complaint Log
2009 - 2010**

Complaint Tracking for NM (06/01/2009-06/30/2009). Total Customer Contacts: 2

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/19/09	The customer asked the Communication Assistant to redial the number that they had just dialed. The Communication Assistant asked for the number to dial. The customer asked the operator if they were new, because they normally don't ask that. At this time the Communication Assistant disconnected the customer. This happened around 3 15 pm. CST. The Customer Service Representative apologized to the customer. No follow up was needed.	06/19/09	Supervisor Brian met with Communication Assistant. The Communication Assistant stated that she placed two calls for the user, after completing 2nd call for user there was no response, sent Alt 2 twice and the only response was "Are you new?" After that she sent Relay disconnecting call sksk because the user did not give a number to dial. Supervisor Brian coached the Communication Assistant that if a user responds to Alt 2 without giving a number to dial she should beep for a Supervisor. The Communication Assistant now understands.
2	08/31/09	A voice customer is receiving Sprint Internet Relay Calls for puppies that she has for sale. The Customer Service Representative apologized to the customer and no follow-up was requested.	08/31/09	The Customer Service Representative informed the customer regarding Internet Relay Calls. The customer has received the appropriate information from the Customer Service Representative.

Date Generated: Fri, Jun. 11th, 2010 @ 02:25:50 PM CT

That's what I'm talking about

HAMILTON

relay

New Mexico Complaint Log
July 1, 2009 – May 31, 2010

Relay New Mexico 2010 FCC Complaint Report

6/1/09 to 5/31/10

External Complaints--Miscellaneous

Inquire Date 7/23/2009
Record ID 19562
Call Taken By At the Workstation
CA Number 9037
Responded By Heidi
Response Date 7/23/2009
Resolution Date 7/23/2009

Customer stated the CA said that while attempting to place their calling card call, a recording is reached stating that the card's pin was invalid and the call would disconnect. Customer explained to Supervisor that they had multiple calling cards, but was positive they had the correct pin number.

Supervisor explained that the calling card was not accepting the pin number provided. Supervisor verified the information to assure the proper pin was inputted and attempted the call several times. Each time the recording stated it was an invalid pin number. Before Supervisor could acquire additional information the customer disconnected.

External Complaints--Miscellaneous

Inquire Date 7/31/2009
Record ID 19568
Call Taken By Customer Service
CA Number 3013
Responded By Ellen
Response Date 7/31/2009
Resolution Date 7/31/2009

Customer stated they reside in Ohio but have used Relay New Mexico to place their calls. Customer stated since the change in relay service providers, they have unable to place a call to another party in Ohio.

Customer Service explained that Ohio Relay service is provided by a different provider and Relay New Mexico does not offer roaming. Customer Service further explained that an Ohio to Ohio call could not be placed through our system and would need to dial 711 to place their call successfully. Customer disconnected.

External Complaints--Miscellaneous

Inquire Date 8/1/2009
Record ID 19570
Call Taken By Lead CA
CA Number
Responded By Meggan
Response Date 8/1/2009
Resolution Date 8/3/2009

Customer was attempting to place a call from Ohio to another Ohio number using Relay New Mexico. Customer stated they did not like Ohio Relay and was upset that the relay would not process her calls. Customer requested a manager to call them back.

Lead CA apologized for any inconvenience and stated they would forward her information to management and someone would contact them regarding the issue. Senior Customer Service Manager contacted the customer and explained why an Ohio to Ohio call would not work through Relay New Mexico and offered toll free numbers for Ohio Relay. Customer was still frustrated that dialing 711 would not get her to the relay service that she preferred.

External Complaints--Miscellaneous

Customer stated when dialing 711 on their Tracfone she reaches Georgia Relay instead of Relay New Mexico.

Inquire Date 8/27/2009

Record ID 19591

Call Taken By Customer Service

CA Number

Responded By Ellen

Response Date 8/27/2009

Resolution Date 8/27/2009

Customer Service contacted Tracfone and explained the customer's issue. Customer Service spoke with their technical support team and explained how the relay works and the translation issues. Tracfone stated the customer would need to contact them about their settings. Customer Service contacted the customer and left a message explaining to contact Tracfone in order to update their settings.

External Complaints--Miscellaneous

Customer stated that their cell phone calls through the relay are not going through correctly.

Inquire Date 2/10/2010

Record ID 19725

Call Taken By Lead CA

CA Number

Responded By Amanda

Response Date 2/10/2010

Resolution Date 2/10/2010

Lead CA forwarded the information to the technical department. The technical department discovered that the calls were received as a landline, not a cell phone. It was also discovered that the customer lives in another state and is attempting to call someone in the same state. Customer Service directed the customer to their state's relay. Customer understood.

External Complaints--Miscellaneous

Customer stated that he uses Comcast as their long distance company. Customer stated they have been unable to place an international call through the relay, as they receive a message stating the call is blocked.

Inquire Date 4/13/2010

Record ID 19753

Call Taken By Supervisor

CA Number

Responded By Jodi

Response Date 4/13/2010

Resolution Date 4/13/2010

Senior Supervisor attempted to acquire information to forward to the technical department but the customer refused. Senior Supervisor directed the customer to their long distance company to inquire why the call was blocked.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer emailed stated the CA continually interrupted the customer and repeatedly requesting them to repeat what they were saying. Customer stated the CA also requested to spell words they already spelled several times.

Inquire Date 9/17/2009

Record ID 19621

Call Taken By Customer Service

CA Number 903267

Responded By Diane

Response Date 9/17/2009

Resolution Date 5/31/2010

Customer Service emailed the customer requesting further detail information since the CA number provided was not valid. Customer Service is waiting on reply to further investigate the call. No further response was received from the customer.

Service Complaints--CA Misdialed Number

***Inquire Date 8/10/2009
Record ID 19577
Call Taken By Customer Service
CA Number 9050
Responded By Ellen
Response Date 8/10/2009
Resolution Date 8/10/2009***

Customer stated that the CA mistakenly dialed the wrong area code when placing a long distance call through the relay. Customer was uncertain if the call went through before notifying the CA that the number was incorrect. Customer did not have the CA number.

Customer Service apologized for any inconvenience. Customer Service stated when they receive their long distance bill and if they were billed for the call to contact Customer Service. Customer understood. Customer Service forwarded the information to the technical department. CA number was discovered and CA was counseled. No bill was received.

Service Complaints--CA Typing

***Inquire Date 9/25/2009
Record ID 19627
Call Taken By Lead CA
CA Number 9155
Responded By Meggan
Response Date 9/25/2009
Resolution Date 9/25/2009***

Customer stated since the change in providers, they have seen a difference in overall typing errors. Customer stated that a particular CA has poor typing.

Lead CA apologized and forwarded the information to management. CA will be monitored and tested more frequently. CA's last typing score was 65 WPM and 99% accuracy.

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

***Inquire Date 10/2/2009
Record ID 19633
Call Taken By Lead CA
CA Number
Responded By Chuck
Response Date 10/2/2009
Resolution Date 10/2/2009***

Customer has been receiving harassing phone calls.

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--Miscellaneous

***Inquire Date 10/7/2009
Record ID 19641
Call Taken By Supervisor
CA Number
Responded By Chenoa
Response Date 10/7/2009
Resolution Date 10/7/2009***

Customer stated they should not have to pay for calls if the CA or center was not physically in their state. Customer was under the impression that since the calls were being handled outside of the state, they would have to pay for each call placed regardless if it is long distance or not.

Supervisor explained that there is no charge for the relay. Supervisor further explained that the customer will only be billed for long distance calls that they place and that the location of the CA does not affect billing. Customer hung up.

Service Complaints--Miscellaneous

Customer stated that when dialing an 800 number the call would not go through the relay. CA requested a Supervisor, but the Supervisor stated that there was trouble on the line. Customer was unable to place their call.

***Inquire Date 2/26/2010
Record ID 19732
Call Taken By Lead CA
CA Number
Responded By Shane
Response Date 2/26/2010
Resolution Date 3/1/2010***

Lead CA forwarded call information to the technical department. The technical department discovered that the Supervisor should have followed additional procedures. Supervisor was counseled on additional trouble shooting ideas. Customer was notified by email as requested. Customer was able to successfully place their call and was satisfied.

***Technical Complaints--Busy
Signal/Blockage***

***Inquire Date 11/27/2009
Record ID 19676***

Customer attempted several times to reach their parents through the relay, but the CA stated the line was busy. Customer stated their parents said the phone rang both times but when answered they received dead air. Customer stated when their parents attempted to call them back they received a busy signal. Customer requested that the technical department investigate.

***Call Taken By Lead CA
CA Number
Responded By Candace
Response Date 11/27/2009
Resolution Date 11/27/2009***

Lead CA forwarded the information to the technical department. The technical department discovered that the terminating party's line disconnected on the calls. Customer Service notified the customer and suggested their parents have their telephone line checked and suggested test calls through the relay to their line to identify other issues. Customer refused at this time.

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

***Inquire Date 7/6/2009
Record ID 19537
Call Taken By Customer Service
CA Number 9046
Responded By Ellen
Response Date 7/6/2009
Resolution Date***

Customer stated they were not able to place their long distance call through the relay using their long distance company Pecos Valley Telecom.

Customer Service apologized and explained that they were not a participating long distance company. Customer Service contacted Pecos Valley Telecom on becoming a participating long distance company. Customer's information was set on a temporary setting to allow calls to be placed. Customer Service contacted the customer to inform them of the information. Customer understood. As of 5/31/2010, Pecos Valley Telecom is still not a participating provider through the relay.

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

***Inquire Date 7/21/2009
Record ID 19558
Call Taken By Customer Service
CA Number 3026
Responded By Ellen
Response Date 7/21/2009
Resolution Date 7/21/2009***

Customer stated that the CAs continue to ask for their long distance company, but has a profile.

Customer Service forwarded the information to the technical department. The technical department discovered that the profile was set. A note was added to the workstation profile to instruct the CAs on billing the call correctly.

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

Inquire Date 8/10/2009
Record ID 19576
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 8/10/2009
Resolution Date

Customer mailed Pioneer Telephone Company contact information to Customer Service. Customer had discovered when placing a call that Pioneer Telephone Company was not a participating provider.

Customer Service notified the customer as requested by email that the contact information from Pioneer Telephone Company had been received. Customer Service stated that the relay would contact Pioneer Telephone Company concerning becoming a participating provider through the relay. Customer Service has contacted Pioneer Telephone Company and is working with them on becoming a participating long distance company. Customer will be notified when Pioneer Telephone Company becomes a participating long distance company. The customer was offered a profile with an alternate provider, but refused at this time. Letter of authorization has been received, but test calls have not been completed.

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

Inquire Date 8/19/2009
Record ID 19583
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 8/19/2009
Resolution Date

Customer stated they wanted to change the long distance company in their profile to Yucca Telecom.

Customer Service apologized and explained that Yucca Telecom was not a participating long distance provider through the relay. Customer Service contacted Yucca Telecom to become a participating provider through the relay. There has been no further response from the provider at this time. A temporary profile was set to allow the customer's calls to be placed. Customer understood. As of 5/31/2010, Yucca Telecom is still not a participating provider through the relay.

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

Inquire Date 8/27/2009
Record ID 19593
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 8/27/2009
Resolution Date 8/27/2009

Customer inquired the status of Pioneer Telephone becoming a participating long distance company.

Customer Service explained that the letter of authorization has been received from Pioneer Telephone and will be implemented as soon as test calls can be completed with Pioneer Telephone. Customer's profile was set to temporarily allow the customer's calls to be placed until test calls with Pioneer Telephone are complete and customer is notified. Customer understood.

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

Customer requested Windstream as their long distance through the relay.

Inquire Date 11/10/2009
Record ID 19664
Call Taken By Customer Service
CA Number 9020
Responded By Ellen
Response Date 11/10/2009
Resolution Date

Customer Service explained that Windstream was not a participating long distance Customer Service stated they would contact Windstream. Customer will use an alternate provider until Windstream is available. Customer Service has contacted Windstream. As of 5/31/2010, Windstream is still not a participating provider through the relay.

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

Customer requested Windstream for their long distance provider through the relay.

Inquire Date 1/22/2010
Record ID 19712
Call Taken By Lead CA
CA Number
Responded By Chuck
Response Date 12/21/2000
Resolution Date

Lead CA explained that Windstream is not a participating provider through the relay. Lead CA explained that Customer Service has been in contact with Windstream to become a participating long distance provider and will contact them again. As of 5/31/2010, Windstream is still not a participating provider through the relay.

Technical Complaints--Miscellaneous

Customer stated they were having problems with dialing long distance through the relay and thought that their previous issue was resolved.

Inquire Date 12/19/2009
Record ID 19692
Call Taken By Lead CA
CA Number
Responded By Chuck
Response Date 12/19/2009
Resolution Date 12/19/2009

Lead CA apologized and forwarded the information to the technical department. The technical department discovered that the CA did not process the call correctly. Profile information for long distance was verified and set correctly. CA was counseled and customer was notified.

**Technical Complaints--VCO Break-
Down**

Customer had difficulty connecting to VCO at the workstation.

Inquire Date 7/1/2009
Record ID 19532
Call Taken By Customer Service
CA Number 3052
Responded By Ellen
Response Date 7/1/2009
Resolution Date 7/1/2009

Customer Service apologized and offered a profile for an automatic VCO connection for ease to the customer. Profile was implemented and customer was notified. Customer was satisfied.

Technical Complaints--VCO Break-Down

Customer stated they must repeat the telephone number several times before the CA understands and dials the number she is requesting.

Inquire Date 7/6/2009
Record ID 19538
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 7/6/2009
Resolution Date 7/6/2009

Supervisor verified and offered a profile to the customer. Customer stated they had a profile. Supervisor verified profile information and discovered there was a baudot connection, instead of a VCO connection. Profile was updated and customer was notified.

CapTel--Complaints

Dialing/Setup - Dialing Prefix.

Inquire Date 9/28/2009
Record ID 144332
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 9/28/2009
Resolution 9/28/2009

Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Dialing/Setup - Call Waiting.

Inquire Date 12/15/2009
Record ID 158275
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 12/15/2009
Resolution 12/15/2009

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

CapTel--Complaints

Dial Tone - Not heard.

Inquire Date 3/12/2010
Record ID 173313
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 3/12/2010
Resolution 3/12/2010

Customer reported no dial tone on the CapTel. Customer Service advised a physical reset and this resolved the customer's experience.

CapTel--Complaints

Dial Tone - Not heard.

Inquire Date 3/25/2010
Record ID 175589
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 3/25/2010
Resolution 3/25/2010

Customer's assistant reported no dial tone heard on the CapTel. Customer Service advised a physical reset. This resolved the customer's experience.

CapTel--Complaints

Dial Tone - Not heard.

Inquire Date 4/16/2010
Record ID 179217
Call Taken By CTI
CA Number
Responded By K.W.
Response Date 4/16/2010
Resolution 4/16/2010

Customer stated his CapTel has no dial tone. Customer Service advised customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

CapTel--Complaints

Dialing/Setup - Dialing Prefix.

Inquire Date 4/19/2010
Record ID 179360
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 4/19/2010
Resolution 4/19/2010

Customer was unable to reach some numbers with captions. Customer Service found that customer was manually entering *82 prior to dialing these numbers with captions in using the CapTel phone in 1-Line mode. Customer Service advised customer to program *82 code in the Dialing Prefix field of the CapTel.

CapTel--Complaints

Dialing/Setup - Dialing Prefix.

Inquire Date 5/4/2010
Record ID 181916
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 5/4/2010
Resolution 5/4/2010

Customer's helper reported her inability to connect with captions in 2-Line mode. Customer Service advised proper programming of dialing prefix in the menu of the CapTel phone for the second phone line. Confirmed this adjustment resolved customer's experience.
