

LINDA LINGLE
GOVERNOR



STATE OF HAWAII
PUBLIC UTILITIES COMMISSION
DEPARTMENT OF BUDGET AND FINANCE
465 S. KING STREET, #103
HONOLULU, HAWAII 96813

Received & Inspected
JUN 30 2010
FCC Mail Room

CARLITO P. CALIBOSO
CHAIRMAN
JOHN E. COLE
COMMISSIONER
LESLIE H. KONDO
COMMISSIONER

Telephone: (808) 586-2020
Facsimile: (808) 586-2066

e-mail: Hawaii.PUC@hawaii.gov

June 23, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: CG Docket 03-123; Consumer Complaint Log Summary Concerning
Telecommunications Relay Services ("TRS") for the Period June 1, 2009 to
May 31, 2010

Dear Ms. Dortch:

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission hereby transmits the original and four (4) copies of a TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2010, which was prepared and provided by Sprint, Hawaii's current TRS provider.

Consistent with the Federal Communications Commission's ("FCC") requirements, the Summary includes the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution. During the period of June 1, 2009 through May 31, 2010, a total of 5 complaints were logged regarding the provision of TRS in Hawaii.

The total number of interstate relay calls by type of TRS, which the FCC also requested will be submitted separately by Sprint. It is our understanding that Sprint will provide this information to the FCC under seal since it considers call volume information to be proprietary and confidential.

Marlene H. Dortch
June 23, 2010
Page 2

If you have any questions on this matter, please do not hesitate to contact Wendy Takanishi at wendy.a.takanishi@hawaii.gov or (808) 586-2020.

Sincerely,



Carlito P. Caliboso
Chairman

CPC:WT:ac

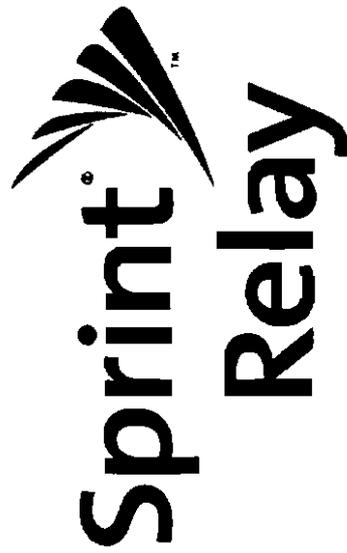
Enclosures

c: Mark Stone, Federal Communications Commission
LisaAnn Tom, Sprint Relay Hawaii (w/o enc.)

FILED

2010 JUN 22 A 11:19

PUBLIC UTILITIES
COMMISSION



Hawaii FCC Complaint Log 2009 - 2010

Complaint Tracking for HI (06/01/2009-05/31/2010). Total Customer Contacts: 5

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/15/10	A HI VCO customer said she was having trouble connecting to relay operators. They type (voice unclear) and ask what number she is calling, but they are unable to hear her response. The Customer Service Representative apologized for the inconvenience. The customer has requested a follow-up.	01/15/10	Relay Program Manager returned the VCO customer's call. She explained that she had VCO phone problems and she received letters from the Relay Hawaii Call Center regarding instructions on using VCO features. The letters were helpful to her, yet her phone had some garbles. The Relay Program Manager suggested to replace their VCO phone. The Relay Program manager then visited the customer's residence and replaced her phone with a new VCO phone. The VCO customer made test calls and it worked well. She was satisfied.
2	02/12/10	Dial Tone - Not heard	02/12/10	The customer's neighbor reported that their CapTel phone had no dial tone. The Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
3	04/22/10	Accuracy of captions	04/22/10	The customer's daughter reported a call that did not make sense with mistakes made by the Captionist and bracket inserts during the call. The Customer Service Representative apologized for this experience and informed the customer that if a mistake is made in the call it will be normal to see a correction in brackets. The Customer Service Representative also explained how captions are generated by a live person in the middle who is using voice recognition technology and typing. The Customer Service Representative performed a test call and everything was in working order. The Customer Service Representative reported a sample call to the Call Center management and they followed up. The Customer Service Representative advised the customer if there is a future call that they find unsatisfactory they can document the date and the time of the call so that the Customer Service Representative can follow up. The customer and daughter satisfied with this resolution.
4	10/28/09	A HI voice caller called to say that the Relay Operator was rude and obnoxious during the customer's call and that the Relay Operator raised his voice during her call. The caller reported that she had asked the Relay Operator to stop shouting the Relay Operator did not stop. This call was made around 2:30pm Hawaii time which is 7:30pm CDT. The Customer Service Representative apologized for the Relay Operator's behavior and the customer did not request follow up.	10/28/09	11/10/09 - The Relay Operator number provided by the customer was not assigned to a current or recent Relay Operator Further call details would need to be provided in order to perform a more thorough investigation.
5	12/28/09	A HI VCO customer was upset because no one will accept their phone calls due to the scams that have been happening through the relay service. The MN customer service took this complaint and follow up is needed by the Program Manager.	12/28/09	The Relay Program Manager contacted the customer from January 5 to 11, 2010 but there was no answer. On Jan. 12th, the customer's family member replied to the calls, left a message, and gave me the customer's name. The customer didn't return the call so the Relay Program Manager emailed the customer. The customer didn't reply back for two days and the issue was closed.