

Public Service Commission  
Of West Virginia

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



June 29, 2010

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

Received & Inspected

JUL - 8 2010

FCC Mail Room

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2009 through May 31,  
2010

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 12<sup>th</sup> Street, Aurora, NE 68818, provided Telecommunications Relay Service under contract with the State of West Virginia from June 1, 2009 through September 15, 2009. On September 15, 2009, Sprint Relay began providing Telecommunications Relay Service with the State of West Virginia.

The two companies tracked 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
- 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

Number of Copies rec'd 0+4  
EPCBCDE

- 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

The companies 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. The companies normally provide 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](mailto:dhowell@psc.state.wv.us) with any questions regarding the above.

Sincerely,



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

DH/dh

TRS Complaint Summary  
June 1, 2009 to May 31, 2010

Public Service Commission of West Virginia

**Service Complaints**

June 2009

Customer has been receiving fraudulent telephone calls through the relay. Customer service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.

July 2009

No complaints.

August 2009

No complaints.

September 2009

Customer has been receiving fraudulent telephone calls through the relay. Customer service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.

Customer does not want her number to show on caller ID.

Customer Service directed the customer to their local provider. Customer understood.

October 2009

No complaints

November 2009

Customer was upset and typed, "I waited and waited, rang two times, stopped, and no answer." Customer Service Representative tried to clarify with the customer if they were upset about not being kept informed of what was happening, but was unable to get a clear understanding of the exact issue. Customer Service Representative apologized to the customer and assured the complaint would be forwarded to the Relay Operator's supervisor. Customer did not want follow up. Relay Operator did not remember the call but has been coached on proper procedure.

December 2009

No complaints

January 2010

No complaints

TRS Complaint Summary  
June 1, 2009 to May 31, 2010

Public Service Commission of West Virginia

February 2010  
No complaints.

March 2010  
No complaints.

April 2010  
No complaints.

May 2010  
No complaints.

**CapTel Complaints**

June 2009

Customer had problems with Dialing/Setup – Dialing Prefix.

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

July 2009

CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order, thus the caller did not know when to enter the number they were calling. Customer Service representative advised customer to enter the number after a 5 second pause. Technical support then reset equipment resolving the issue completely.

Customer had problems with Dialing/Setup – Dialing Prefix. Customer was advised of proper programming of Call Waiting block for successful outbound captioned calling.

August 2009  
No complaints.

September 2009  
No complaints.

October 2009  
No complaints

November 2009  
No complaints

TRS Complaint Summary  
June 1, 2009 to May 31, 2010

Public Service Commission of West Virginia

December 2009  
No complaints

January 2010  
No complaints

February 2010  
No complaints

March 2010  
No complaints

April 2010  
No complaints

May 2010  
No complaints