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June 20, 2011

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, 2010 through May 31, 2011
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Innovative Telephone 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 Innovative Telephone to provide Telecommunications Relay Service to the Virgin Islands.

Hamilton tracks all complaints and all other customer service activity for the Virgin Islands Telecommunications Relay Services. Virgin Islands' 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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of two equal access complaints in which the carrier involved is still working to become a carrier through relay.

Innovative Telephone has received a total of 33 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2010 through May 31, 2011.

Of 33 total complaints in the Virgin Islands, 31 are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Service personnel have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Service will continue to work with this relay user.

Please feel free to contact me at 340-715-8341 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Mickey Breton
VP, Customer Operations

Virgin Islands 2011 FCC Complaint Report
6/1/10 to 5/31/11

Captel--Complaints

Inquire Date 4/12/2011
Record ID 24786
Call Taken By Customer Service Mgr
CA Number
Responded By Diane
Response Date 4/12/2011
Resolution 5/9/2011

Customer requested correspondence explaining why CapTel was not available in the Virgin Islands.

Customer Service Manager forwarded request to CapTel Customer Service. CapTel Customer Service has sent correspondence to the customer explaining the unavailability of the service in the area. Hamilton has continued to work with Captel and it has been determined that service may be provided to the customer.

Service Complaints--CA Accuracy/Spelling/Verbatim

Inquire Date 6/11/2010
Record ID 21480
Call Taken By Lead CA
CA Number 1412
Responded By Lori
Response Date 6/14/2010
Resolution 6/14/2010

Customer stated the CA did not type verbatim and requested the number to dial several times.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Accuracy/Spelling/Verbatim

Inquire Date 6/14/2010
Record ID 21485
Call Taken By Lead CA
CA Number 4010
Responded By Shane
Response Date 6/15/2010
Resolution 6/15/2010

Customer stated that the CA did not type verbatim, which caused confusion during the call. Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Accuracy/Spelling/Verbatim

Inquire Date 7/31/2010
Record ID 21685
Call Taken By Supervisor
CA Number 9090
Responded By Heidi
Response Date 7/31/2010
Resolution 8/3/2010

Customer stated that the CA did not relay verbatim during their call.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was notified.

Service Complaints--CA Accuracy/Spelling/Verbatim ***Inquire Date 8/9/2010*** ***Record ID 21719*** ***Call Taken By Lead CA*** ***CA Number 9081*** ***Responded By Miranda*** ***Response Date 8/11/2010*** ***Resolution 8/11/2010***	Customer stated that the CA did not type verbatim. Customer stated that the Supervisor did not understand her request. Lead CA apologized and stated that CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.
Service Complaints--CA Did not Keep User Informed ***Inquire Date 6/24/2010*** ***Record ID 21496*** ***Call Taken By Supervisor*** ***CA Number 3011*** ***Responded By Brenda*** ***Response Date 6/24/2010*** ***Resolution 6/24/2001***	Customer stated that the CA did not keep them informed during a relay call. Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.
Service Complaints--CA Did not Keep User Informed ***Inquire Date 12/31/2010*** ***Record ID 22621*** ***Call Taken By Supervisor*** ***CA Number 3008*** ***Responded By Jody*** ***Response Date 12/31/2010*** ***Resolution 12/31/2010***	Customer stated the CA did not type out the recording that was reached when the CA misdialed the number. Supervisor apologized and stated CA would be counseled. CA was counseled and customer was satisfied.
Service Complaints--CA Did not Keep User Informed ***Inquire Date 1/28/2011*** ***Record ID 22870*** ***Call Taken By Customer Service*** ***CA Number 4012*** ***Responded By Tina*** ***Response Date 1/28/2011*** ***Resolution 1/28/2011***	Customer stated that CA did not keep them informed during their call. Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. Refresher training will be implemented for all CAs.

Service Complaints--CA Hung Up on Caller ***Inquire Date 8/24/2010*** ***Record ID 21766*** ***Call Taken By Lead CA*** ***CA Number 6533*** ***Responded By Ella*** ***Response Date 8/25/2010*** ***Resolution 8/25/2010***	Customer stated the CA disconnected her call. Lead CA forwarded information to the technical department. The technical department discovered that customer's line disconnected. Customer was notified.
Service Complaints--CA Hung Up on Caller ***Inquire Date 10/6/2010*** ***Record ID 21997*** ***Call Taken By Supervisor*** ***CA Number 3095*** ***Responded By Brenda*** ***Response Date 10/6/2010*** ***Resolution 10/7/2010***	Customer stated the CA disconnected them in the middle of a call. Supervisor forwarded information to the technical department. The technical department discovered the call was processed properly. Customer was notified.
Service Complaints--CA Hung Up on Caller ***Inquire Date 3/9/2011*** ***Record ID 24327*** ***Call Taken By Customer Service*** ***CA Number 3013*** ***Responded By Tina*** ***Response Date 3/9/2011*** ***Resolution 3/15/2011***	Customer stated that the CA did not process their call correctly and disconnected them before a call was placed. Customer Service apologized and forwarded information to the technical department. The technical department discovered that the call had been disconnected due to no response from the customer. Customer was notified.
Service Complaints--CA Typing ***Inquire Date 8/15/2010*** ***Record ID 21734*** ***Call Taken By Lead CA*** ***CA Number 4178*** ***Responded By Miranda*** ***Response Date 8/16/2010*** ***Resolution 8/16/2010***	Customer stated the CA's typing was poor and made the call difficult to understand. Lead CA apologized and stated CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 67 WPM with 100% accuracy.

Service Complaints--CA Typing Speed ***Inquire Date 8/25/2010*** ***Record ID 21741*** ***Call Taken By Lead CA*** ***CA Number 9023*** ***Responded By Candace*** ***Response Date 8/26/2010*** ***Resolution 8/26/2010***	Customer stated the CA could not keep up with the typing and requested a new CA. Customer stated it took over five minutes to switch CAs. Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 63 WPM with 95% accuracy. Lead CA explained that a CA had to become available in order to replace the original CA. Customer understood.
Service Complaints--CA Typing ***Inquire Date 5/2/2011*** ***Record ID 25818*** ***Call Taken By Lead CA*** ***CA Number 6528*** ***Responded By Mike*** ***Response Date 5/2/2011*** ***Resolution 5/2/2011***	Customer stated the CA had several typos during the call. Supervisor apologized and stated CA would be monitored and counseled. CA was monitored and counseled. Customer was satisfied. CA's latest typing score was 76 WPM with 100% accuracy.
Service Complaints—Didn't Follow Policy/Procedure ***Inquire Date 6/14/2010*** ***Record ID 21484*** ***Call Taken By Lead CA*** ***CA Number 1962*** ***Responded By Melanie*** ***Response Date 6/16/2010*** ***Resolution 6/16/2010***	Customer stated the the CA did not follow proper procedures when connecting their call. Customer stated that it took too long to connect. Lead CA apologized and stated the CA did follow proper procedures for connecting the call. Customer was satisfied.
Service Complaints--Didn't Follow Policy/Procedure ***Inquire Date 6/18/2010*** ***Record ID 21489*** ***Call Taken By Lead CA*** ***CA Number 4176*** ***Responded By Lori*** ***Response Date 6/18/2010*** ***Resolution 6/18/2010***	Customer stated that the CA did not follow answering machine procedures properly. Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure ***Inquire Date 6/23/2010*** ***Record ID 21420*** ***Call Taken By Supervisor*** ***CA Number*** ***Responded By Jody*** ***Response Date 6/23/2010*** ***Resolution 6/23/2010***	Customer stated that the CA refused to place a TTY to TTY call through an office switchboard. Supervisor apologized and attempted to acquire call information. Customer stated they could not provide the requested information. Supervisor explained that without call information, the CA could not be counseled. Customer understood.
Service Complaints--Didn't Follow Policy/Procedure ***Inquire Date 6/27/2010*** ***Record ID 21514*** ***Call Taken By Lead CA*** ***CA Number*** ***Responded By Lori*** ***Response Date 6/28/2010*** ***Resolution 7/6/2010***	Customer stated that the CA, a trainee, did not use the proper closing. Lead CA apologized and forwarded the call information to the technical department. The technical department was unable to discover a trainee that handled any of the customer's calls during that time period. Customer understood.
Service Complaints--Miscellaneous ***Inquire Date 6/8/2010*** ***Record ID 21477*** ***Call Taken By Operations Mgr*** ***CA Number*** ***Responded By Diane*** ***Response Date 6/8/2010*** ***Resolution 6/8/2010***	Customer stated that the CAs have stated that the profile information does not show at the workstation. Customer also stated that the CAs often state they are unable to understand the customer. Assistant Operations Manager apologized and verified the profile information. Assistant Operations Manager stated that the CAs would be counseled to pay attention to the profile information and to the customer's instructions. Customer was satisfied.
Service Complaints--Miscellaneous ***Inquire Date 6/12/2010*** ***Record ID 21481*** ***Call Taken By Lead CA*** ***CA Number*** ***Responded By Rosie*** ***Response Date 6/12/2010*** ***Resolution 6/12/2010***	Customer stated they do not feel that there has been much improvement addressing their concerns. Lead CA apologized and forwarded the information to management. A letter was sent to the customer to update the customer on the resolution of issues.

Service Complaints--Miscellaneous ***Inquire Date 6/16/2010*** ***Record ID 21486*** ***Call Taken By Lead CA*** ***CA Number 9018*** ***Responded By Melanie*** ***Response Date 6/18/2010*** ***Resolution 6/18/2010***	Customer stated that the CA was slow to respond and the customer had to repeat information several times. Customer stated that the CA did not inform them before requesting a Supervisor. Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.
Service Complaints--Miscellaneous ***Inquire Date 6/17/2010*** ***Record ID 21512*** ***Call Taken By Lead CA*** ***CA Number*** ***Responded By Lori*** ***Response Date 6/17/2010*** ***Resolution 6/17/2010***	Customer stated that they do not receive all of their messages. Customer stated that the CAs are unable to confirm all of their profile information at the workstation. Lead CA forwarded information to the technical department. The technical department updated the customer's profile to display the terminating information on the originating profile. Customer had previously set different instructions for the CAs on their terminating profile and was requesting the CAs to confirm when they were the originating party, so the information would not display. Profile was updated to include further instructions concerning the customer's messages. Customer was satisfied.
Service Complaints--Miscellaneous ***Inquire Date 6/20/2010*** ***Record ID 21513*** ***Call Taken By Lead CA*** ***CA Number*** ***Responded By Heidi*** ***Response Date 6/20/2010*** ***Resolution 6/20/2010***	Customer stated that CAs continue to call back after the customer hangs up. Customer stated that it interrupts her answering machine and telephone set up. Lead CA explained that this occurs due to the customer's telephone line not disconnecting properly when the customer hangs up. Lead CA explained that this is due to past issues with the customer's digital telephone lines and their telephone set up. Customer understood.
Service Complaints--Miscellaneous ***Inquire Date 8/30/2010*** ***Record ID 21765*** ***Call Taken By Customer Service*** ***CA Number Supervisor*** ***Responded By Tina*** ***Response Date 8/30/2010*** ***Resolution 8/30/2010***	Customer stated Supervisor was rude and did not explain why she could not place another call through the relay. Customer Service discovered the customer had first received a call through the relay and was attempting to make an outgoing call as the terminator. Customer Service apologized and explained why this call was unable to be placed. Customer Service stated that the Supervisor would be counseled. Supervisor was counseled and customer understood.

Service Complaints--Miscellaneous

Inquire Date 9/24/2010
Record ID 21975
Call Taken By Lead CA
CA Number 9082
Responded By Chuck
Response Date 9/24/2010
Resolution 9/24/2010

Customer stated the CA did not type 'GA' during the conversation.

Lead CA apologized and explained that due to the profile notes of the customer, the CA was unable to request the 'GA'. Customer hung up.

Service Complaints--Miscellaneous

Inquire Date 1/17/2011
Record ID 22797
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/17/2011
Resolution 1/17/2011

Customer stated the requested letter they had received was vague and did not clearly address their issues.

Customer Service apologized that the letter did not answer all of their questions. Customer Service Service stated that an additional letter would be sent with a clearer response. Letter was sent and customer was satisfied.

Service Complaints--Miscellaneous

Inquire Date 1/30/2011
Record ID 22847
Call Taken By Lead CA
CA Number 9052
Responded By Chuck
Response Date 1/30/2011
Resolution 1/30/2011

Customer stated that the CA made several typing errors and dialed an incorrect number.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 67 WPM with 100% accuracy.

Service Complaints--Miscellaneous

Inquire Date 2/10/2011
Record ID 23501
Call Taken By Customer Service
CA Number 3030
Responded By Tina
Response Date 2/10/2011
Resolution 2/10/2011

Customer stated the CA was not typing everything that was heard and was not typing a 'GA'. Customer stated that when the Supervisor came to the workstation they defended the CA and stated everything had been typed.

Customer Service apologized and information was forwarded to management. The CA was typing everything as the customer from past calls appears to have issues with digital telephone lines. The Supervisor were counseled. Customer was satisfied.

Service Complaints--Miscellaneous ***Inquire Date 3/25/2011*** ***Record ID 24328*** ***Call Taken By Customer Service CA Number*** ***Responded By Tina*** ***Response Date 3/31/2011*** ***Resolution 6/1/2011***	Customer stated that she was informed that she could not receive or use CapTel services in the Virgin Islands and inquired why we would send information on a phone that she could not use. Customer Service apologized for the information that was sent. Customer Service further explained that since the information was sent, it had been discovered that the service was not provided in their area. Customer Service again apologized for the confusion. Customer understood, but was disappointed. Hamilton has continued to work with Captel and it has been determined that service may be provided to the customer.
Technical Complaints--Carrier Choice not Available/Other Equal Access ***Inquire Date 8/6/2010*** ***Record ID 21730*** ***Call Taken By Customer Service CA Number*** ***Responded By Tina*** ***Response Date 8/6/2010*** ***Resolution***	Representative from Innovative Telecommunications contacted the relay to discover what was needed to become a participating provider through the relay. Customer Service provided the representative with information to become a participating provider through the relay. Relay is awaiting letter of authorization information. As of 5/31/2011, Innovative Telecommunications is still not a participating provider through the relay.
Technical Complaints--Carrier Choice not Available/Other Equal Access ***Inquire Date 8/13/2010*** ***Record ID 21733*** ***Call Taken By Customer Service CA Number*** ***Responded By Tina*** ***Response Date 8/13/2010*** ***Resolution***	Customer requested Innovative Telecommunications as their long distance provider through the relay. Customer Service explained that Innovative Telecommunications was not a participating provider with the relay. Customer Service forwarded information to the technical department and a temporary profile was implemented for the customer. Innovative Telecommunications has been contacted. Innovative Telecommunications contacted the relay on 8/13/2010. As of 5/31/2011, Innovative Telecommunications is still not a participating provider through the relay.
Technical Complaints--Line Disconnected ***Inquire Date 6/21/2010*** ***Record ID 21490*** ***Call Taken By Lead CA CA Number*** ***Responded By Melanie*** ***Response Date 6/24/2010*** ***Resolution 6/24/2010***	Customer stated that her call disconnected when it reached the relay. Lead CA explained that due to the digital telephone service with a direct connect TTY, the customer was experiencing disconnect issues. Lead CA explained to the customer that the TTY needed to be used acoustically. Customer understood.

Technical Complaints--Miscellaneous

Inquire Date 6/2/2010
Record ID 21516
Call Taken By Lead CA
CA Number
Responded By Candace
Response Date 6/2/2010
Resolution 6/10/2010

Customer inquired why the CAs are unable to see all of her information in her profile.

Lead CA verified the customer's profile was correct. It was later discovered that the customer was referring to their terminating instructions when they were the originator. Profile was updated to reflect these instructions when the customer was the originator. Customer was satisfied.