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VIA ELECTRONIC FILING SYSTEM (ECFS)

Marlene H. Dortch, Esq.
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: CG Docket No. 03-123
HAMILTON RELAY, INC.
Annual Consumer Complaint Log Summaries (June 1, 2010 - May 31, 2011)

Dear Ms. Dortch:

Hamilton Relay, Inc. ("Hamilton"), by its counsel and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2010 – May 31, 2011. *See* DA 11-1075 (CGB rel. June 20, 2011).

The enclosed complaint logs cover Hamilton's provision of interstate traditional telecommunications relay service ("TRS"), including Speech-to-Speech and Captioned Telephone services; Internet Protocol Relay service ("Internet Relay"); and Internet Protocol Captioned Telephone service ("Web CapTel"). Hamilton is located at 1001 12th Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For interstate traditional TRS, Hamilton's complaint summary is associated with the following database categories:

Traditional TRS 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
- External CapTel Complaints Received by Hamilton

For Internet Relay, Hamilton's complaint summary is associated with the following database categories:

Internet Relay Database Categories

- LEC External Busy
- Miscellaneous External Complaints
- 911 External Calls

- No Notice of How to Complain to FCC
- Replaced CA Improperly in Middle of Call
- CA Did Not Keep User Informed
- CA Accuracy/Spelling/Verbatim
- CA Typing Speed
- CA Typing
- CA Misdialed Number
- Ringing/No Answer
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Caller ID Not Working Properly
- CA Gave Wrong Information
- Fraudulent/Harassment Call
- Confidentiality Breach
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Policy/Procedure
- CA Hung Up on Caller
- Didn't Follow Emergency Call Handling Procedure
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Connect Time (TTY/Voice)
- Busy Signal/Blockage
- Miscellaneous Technical Complaints

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear that the calls which generated these complaints came through the relay centers that process Hamilton Internet Relay calls. However, Hamilton believes that it is important for the Commission to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay, and to take other measures to counter Internet Relay fraud in a manner consistent with the guidance provided by the Commission in the Public Notice dated June 18, 2004. *See FCC Reminds Public of Requirements Regarding Internet Relay Service and Issues Alert*, Public Notice, DA 04-1738 (rel. June 18, 2004).

For Web CapTel, Hamilton's complaint summary is associated with the following database categories:

Web CapTel Database Categories

- 800i -- Accuracy of Captions

- 800i -- Captions - No Captions
- 800i -- Captions - Slow or Delayed
- 800i -- Captions - Stop during call
- 800i -- Captions - Stop in Middle of Call
- 800i -- Dial Tone - Not Heard
- 800i -- Dialing Issue - Can't Dial Out In Caption Mode
- 800i -- Technical - General
- Captel -- Captions - stop in middle of call
- Captel -- Complaints
- Captel -- Connection Issues
- Captel -- Miscellaneous
- Captel -- Other
- Captel -- Other - General
- Captel -- Registration Assistance
- Captel -- Service - General
- Captel -- System/Browser Issues
- Captel -- Technical - General
- Captel -- Unable to make captioned calls
- Captel -- Website Maintenance
- Mobile -- System Browser Issues
- Mobile -- Captions - Stop in Middle of Call
- Mobile -- Connection Issues
- Mobile -- Registration Assistance
- Mobile -- Service - General
- Mobile -- Technical - General
- Mobile -- Unable to make captioned calls

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all complaints within 72 hours of receipt.

Finally, Hamilton is separately filing, on a confidential basis, a summary including the total number of interstate calls by type of TRS.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor

David A. O'Connor

Counsel for Hamilton Relay, Inc.

Enclosure