



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



**Susana Martinez
Governor**

**Ellen Roth
Executive Director**

June 27, 2012

Received & Inspected

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

JUN 19 2012

FCC Mail Room

RE: TRS Consumer Complaint Log Summaries for June 1, 2011 through May 31, 2012
CG DOCKET NO. 03-123

Dear Ms. Dortch:

The New Mexico Commission for Deaf and Hard of Hearing Persons 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 the State of New Mexico to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- Poor Vocal Clarity/Enunciation
- Fraudulent/Harassment Call
- Didn't Give CA Number
- CA Didn't Follow Policy/Procedure
- Miscellaneous Service Complaints
- Speech to Speech Call Handling Problems
- 711 Problems
- Carrier of Choice not Available/Other Equal Access

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

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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.

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. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Relay New Mexico has received a total of 22 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2011 through May 31, 2012.

Of the 22 total complaints in New Mexico, ten of them 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 myself at 505.881.8824 V/TTY or 505.435.9147 VP or via email at ShannonS.Peinado@state.nm.us or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon E. Smith". The signature is fluid and cursive, with the first name being the most prominent.

Shannon E. Smith, MBA/HRM
Director of Telecommunications & Technical Assistance/Relay Administrator

CC: Ellen Roth, Executive Director

Relay New Mexico 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By		Resolution Date	Resolution
18114	7/26/2011		Lori	Ellen	Customer stated they have a protocol that all CAs should follow. Customer stated that the CAs should retain their information for an hour in case their call drops from being on a cell phone and stated the Supervisor should call them back to finish their call. Customer then stated that the relay should have voice recognition software.	08/01/11	Supervisor explained that due to confidentiality the information from a call is not retained. Customer Service then contacted the customer and explained that the state does not require information to be retained. Customer Service explained that at this time the relay does not have voice recognition software and are following the FCC regulations. Customer understood.
19391	8/5/2011		Ellen	Ellen	Customer stated that Hamilton Relay is not servicing their customers since they do not have voice recognition software. Customer stated that the FCC should force Hamilton to provide this service.	8/5/2011	Customer Service thanked the customer for the feedback and forwarded to management.
19571	8/8/2011	1264	Lori	Lori	Customer stated that the CA did not know how to process a call correctly.	8/8/2011	Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.
19591	8/8/2011	1264	Ellen	Diane	Customer stated that the CA did not dial the number requested correctly and asked the customer to repeat.	8/8/2011	Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was notified
20177	8/15/2011	9061 9040	Tina	Tina	Customer stated that the CA was rude during their call. Customer requested an update to both of their profiles.	8/16/2011	Customer Service apologized and stated the CA would be counseled. CA was counseled and both profiles updated. Customer was notified.
20267	8/16/2011	9119	Miranda	Miranda	Customer requested a Supervisor at the workstation and stated that the CA hates deaf people and is rude. Customer stated that she pays their salary and that they should do their job.	8/16/2011	Customer Service apologized and stated the CA would be counseled. CA was counseled.
20557	8/19/2011	9138	Miranda	Miranda	Customer stated they refuse to provide a long distance company to make a directory assistance call. Customer stated this is ridiculous.	8/19/2011	Customer Service explained that there is a charge for directory assistance, so the CA must ask for a long distance provider. Customer hung up.
21478	8/26/2011		Lonnie	Lonnie	Customer requested Valor as their long distance provider through the relay.	8/26/2011	Customer Service explained that Valor was not a participating provider for the relay and offered a temporary profile to allow their calls to be processed Profile was implemented. Valor was contacted to become a participating provider through the relay, but there has been no response. Customer Service discovered that Valor is a cellular phone company and contacted the customer to explain how the relay works with cellular phone calls. Customer understood.
22265	8/31/2011		Lonnie	Lonnie	Customer stated that they tried to call through the relay to Bank Of America, and after reaching a Representative they stated they do not take Relay calls and transferred them to a TTY number which does not work and disconnects.	8/31/2011	Lead CA apologized for any inconvenience. Lead CA placed a call to Bank of America and after the Representative heard it was a relay call they put on hold then disconnected. Lead CA attempted to dial the TTY number provided to the customer for Bank of America and, after a short recording the line disconnects. Lead CA explained to the customer their findings. Customer then disconnected. Information was forwarded to the New Mexico Outreach Coordinator to follow up with the business.

Relay New Mexico 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By		Resolution Date	Resolution
22766	9/7/2011		Arik	Arik	Customer stated they have been receiving fraudulent calls through the relay.	9/7/2011	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.
24142	9/19/2011		Ellen	Ellen	Customer stated they were receiving fraudulent calls through the relay.	9/19/2011	Customer Service 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.
24502	9/22/2011		Ellen	Ellen	Representative from Department of Corrections stated that they have a deaf inmate who uses the relay service. Representative stated that they attempted to dial the to free numbers from the TTY, but were unable to connect to a CA.	9/30/2011	Supervisor attempted to acquire information, but representative disconnected.
29279	11/10/2011		Ellen	Ellen	Customer stated they have been receiving fraudulent calls through the relay.	11/10/2011	Customer Service 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.
30488	11/22/2011		Ellen	Ellen	Customer stated when his children call them through the relay after a few rings the CA hangs up on them and says the line disconnected. Customer requested that technical investigate the issue.	11/22/2011	Customer Service apologized and placed several test calls to the customer. Customer Service discovered that after the third ring a recording is received that states the mailbox has not been set up by the subscriber. Customer was notified and directed to their telephone company to correct the issue. Customer understood.
30489	11/22/2011		Ellen	Ellen	Customer stated that their father, a VCO user, was not able to receive calls through the relay and believed the CAs are disconnecting the calls.	11/22/2011	Customer Service explained that they have spoken to their father and that the mailbox was not set up with their telephone service and this was not allowing the calls to go through. Customer Service explained that they would need to contact the telephone company to resolve the issue. Customer understood.
34692	1/5/2012		Ellen	Ellen	Customer requested One Suite as their long distance company.	2/1/2012	Customer Service explained that One Suite is not listed as a participating long distance company. A temporary profile was set in order for calls to be placed. Customer Service has discovered that One Suite is a prepaid calling system. There has been no response from One Suite. As of 5/31/12, there has been no response from One Suite.
40567	3/5/2012	1337	David	David	Customer stated the CA did not follow procedure.	3/5/2012	Lead CA apologized and stated the CA would be counseled and monitored frequently. CA has been counseled and monitored frequently.

Relay New Mexico 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By		Resolution Date	Resolution
44959	4/21/2012	1940	Chuck	Chuck	Customer stated the CA and Supervisor both had poor clarity and enunciation in their voice.	4/21/2012	Customer Service apologized and stated that both the CA and Supervisor would be counseled. CA and Supervisor were counseled and customer was notified.
44961	4/21/2012		Mitch	Mitch	Customer stated that the male STS CAs are not concerned with the deaf community and are trained poorly.	4/21/2012	Customer Service apologized and explained that they would forward the information to management. CAs have received refresher and culture training. Customer understood.
45377	4/25/2012		Tina	Tina	Customer requested to set up a profile with Windstream as their long distance provider.	4/25/2012	Customer Service explained that Windstream was not a participating provider with the relay. A temporary profile was set in order for calls to be placed and contacted Windstream. There has been no response from Windstream. As of 5/31/12, Windstream is still not a participating provider through the relay.
45411	4/25/2012	3015	David	David	Customer stated the CA refused to repeat their CA number.	4/26/2012	Lead CA apologized and stated the CA would be counseled and monitored frequently. CA has been counseled and monitored frequently.
46807	5/16/2012		Robyn	Ellen	Customer stated they cannot place a call to their mother a VCO user. Customer stated when the CA connects to the customer they are not receiving the texts and cannot respond. Customer stated the phone was from the NMCDHH.	5/17/2012	Customer Service attempted to place a test call to the mother's phone, which was unsuccessful. Customer Service contacted NMCDHH and informed them of the issue and provided the information to contact the son regarding the issue. Customer was satisfied.

Relay New Mexico 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Category
Service Complaints - Miscellaneous
Service Complaints - Miscellaneous
Service Complaints - Speech to Speech Call Handling Problems
Service Complaints - Miscellaneous
Technical Complaints - Carrier Choice Not Available/Other Equal Access
External Complaints - Miscellaneous

Relay New Mexico 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Category
Service Complaints - Fraudulent/Harassment Call
Service Complaints - Fraudulent/Harassment Call
Technical Issues - 711 Issues
Service Complaints - Fraudulent/Harassment Call
External Complaints - Miscellaneous
External Complaints - Miscellaneous
Technical Complaints - Carrier Choice Not Available/Other Equal Access
Service Complaints - Didn't Follow Policy/Procedure

Relay New Mexico 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Category
Service Complaints - Poor Vocal Clarity/Enunciation
Service Complaints - Miscellaneous
Technical Complaints - Carrier Choice Not Available/Other Equal Access
Service Complaints - Didn't Give CA Number
Service Complaints - Miscellaneous

New Mexico CapTel FCC Complaint Report 6/1/2011 to 5/31/2012

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp
There were no complaints in violation of FCC standards from June, 2011 to May, 2012.										

New Mexico CapTel FCC Complaint Report 6/1/2011 to 5/31/2012

Rep.
Initials