

TENNESSEE REGULATORY AUTHORITY



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

June 20, 2012

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

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

Dear Ms. Dortch:

The Tennessee Regulatory Authority 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 Tennessee to provide Captioned Telephone Service. Hamilton was also under contract with the State of Tennessee to provide Telecommunications Relay Service for the time period September 25, 2011 (Hamilton's first day of service) to March 24, 2012. AT&T Relay, with corporate offices located at 311 S. Akard Street Rm. 21-10, Dallas, TX 75202 currently holds the TRS contract beginning March 25, 2012.

Tennessee's (TRS) and (Captioned Relay) processes complaints, which originate via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The complaints enclosed are resolved.

Tennessee CapTel and TRS have received a total of 20 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2011 through May 31, 2012.

Please feel free to contact myself at 1-800-342-8359 ext. 179, Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY; or Doug M. Burasco with AT&T Relay 615-734-6425 TTY/ 678-971-2033 VP with any questions regarding the above.

Sincerely,

Patrice N. Barner,
Tennessee Relay Coordinator

Attached

Tennessee Relay Service Complaint Log

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

Total Number of Complaints Interstate - 20

	Complaint Date	Complaint	Resolution Date	Resolution	Type of Complaint	Relay Provider
1	10/24/2011	Customer stated there was a delay in ringing when he dialed 711.	10/24/2011	Customer Service apologized and placed test calls. It was discovered that the customer was noticing the two or three second delay in which the customer's line was connecting to the relay. Customer understood.	TRS	Hamilton
2	11/1/2011	Customer stated that his party was having a difficult time understanding the CA. Customer stated that the other party said the CA was not speaking very clearly.	11/1/2011	Supervisor attempted to gather CA or call information but customer would not provide information and disconnected.	TRS	Hamilton
3	11/2/2011	Customer stated that they were disconnected when the CA transferred their call to Customer Service.	11/2/2011	Customer Service apologized and stated information would be forwarded to management. Customer Service attempted to discover the original issue, but customer disconnected.	TRS	Hamilton
4	11/29/2011	Customer stated they attempted to place a call to the relay, but there was no response.	11/29/2011	Customer Service attempted to acquire call information to ensure the customer was dialing the correct number to reach the relay, but customer refused and disconnected.	TRS	Hamilton

5	12/19/2011	Customer stated that they felt it was rude when the CA did not reply to their season greeting.	12/19/2011	Customer Service apologized and explained that the CA is only allowed to respond to specific questions and use standard relay language. Customer understood.	TRS	Hamilton
6	12/20/2011	Customer stated that the CA and Supervisor were finding only five speed dial numbers in their profile.	12/20/2011	Customer Service updated the profile list for the customer. Customer was satisfied.	TRS	Hamilton
7	12/27/2011	Customer stated that whoever is training the CAs are doing a bad job and putting too much fear in the CA. Customer stated the CAs seem nervous like someone is watching them.	12/27/2011	Supervisor apologized and stated that information would be forwarded to management. Monitoring and refresher training have occurred with the CAs. Customer understood.	TRS	Hamilton
8	1/24/2012	Customer stated they are not receiving caller ID information when certain calls are received.	1/24/2012	Customer Service explained about True Caller ID and how it works. Customer Service directed customer to their provider for more information. Customer was satisfied.	TRS	Hamilton
9	1/30/2012	Customer stated difficulty connecting VCO through the relay.	1/30/2012	Customer Service apologized and offered a profile for proper connection. Profile was implemented and customer was satisfied.	TRS	Hamilton
10	2/8/2012	Customer stated they were disappointed that Hamilton would no longer be handling their calls.	2/8/2012	Customer Service apologized and stated their concern will be forwarded to management. Customer was satisfied.	TRS	Hamilton
11	2/14/2012	Customer stated that they were disappointed that Hamilton would no longer be handling their calls and requested that Hamilton continue negotiations for the contract.	2/14/2012	Customer Service apologized and stated their concern would be forwarded to management. Customer understood.	TRS	Hamilton
12	2/28/2012	Customer stated that they were disappointed that Hamilton would no longer be handling their calls and requested that Hamilton continue negotiations for the contract.	2/28/2012	Customer Service apologized and stated their concern would be forwarded to management. Customer understood.	TRS	Hamilton

13	3/7/2012	Customer stated they were unhappy that AT&T would be taking over Tennessee calls and wanted this concern expressed to upper management.	3/7/2012	Customer Service apologized and stated their concern would be forwarded to upper management. Customer was satisfied.	TRS	Hamilton
14	3/8/2012	Customer stated it took awhile for his call to be answered.	3/8/2012	Customer Service explained that the relay had been busy and requested that the customer attempt their call again. Customer understood. Calls were answered at 97% within 10 seconds on this day.	TRS	Hamilton
15	3/29/2012	Customer expressed several concerns with the new Tennessee Relay provider and requested how to continue to use Hamilton Relay.	3/29/2012	Supervisor apologized and explained what services the customer could access through Hamilton Relay. Customer understood.	TRS	Hamilton
16	4/4/2012	Customer was unable to make relay calls for approximately 10 days. Customer believed the problem was within the Tennessee borders and possible with the (615) area code. Customer was attempting to make a call to Indiana	4/20/2012	After assessing the data, company surmised the audio thresholds for their Upfront Automation System were not set appropriately. Company has reprogrammed the Upfront Automation settings immediately, and made several test calls. Test calls were successful. Consumer was contacted and explained the findings. Consumer was satisfied with resolution	TRS	AT&T
17	3/29/2012	Customer has Comcast as provider. He is unable to make any local/long distance calls. He was told by the AT&T relay technician that it was the Comcast coding.	4/20/2012	After researching the issue, company determined that the PIC/IXC codes were not translating properly. While investigation continued, company developed a work around for completing the calls. Consumer's service has been coded correctly.	TRS	AT&T

18	6/2/2011	Dialing Issue - Can't dial out in caption mode	6/24/2011	<p>Customer reported that she can make and receive captioned calls but cannot access her voice mail from the CapTel phone. Customer either receives a busy signal or constant ringing when calling voice mail. After exhaustive troubleshooting, CapTel Customer Service Technical Support Supervisor contacted the customer's telephone company on customer's behalf. Telephone company was able to provide customer with an alternate number to access her voice mail to allow their system to properly recognize her Caller ID and allow her call to voice mail to be processed. CSR informed customer of this resolution, and confirmed that by using this number customer is able to access her voice mail messages successfully. Customer expressed tremendous appreciation for our perseverance in remedying this circumstance with her voice mail provider on her behalf.</p>	Captioned	Hamilton
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19	2/13/2012	Dialing Issue - Can't dial out in caption mode	2/13/2012 0:00	Customer's daughter reported the CapTel could not call out from a temporary nursing home location. After troubleshooting, CSR determined the facility did not allow for calling a toll free number with an 866 extension. CSR advised to have the facility update their system. Customer's daughter subsequently reported that they were not going to ask the facility to make a change. The customer was only going to be at the facility for a short time and they were able to call her through the Captioning Service.	Captioned	Hamilton
20	4/26/2012	Service	5/1/2012	Customer reported being unable to make a specific outgoing captioned call to a cellular phone on the CapTel 800 in 1-Line mode. Tech Support filed a trouble ticket with the long distance carrier. Long distance carrier resolved issue. CSR confirmed that customer's calls were then successful.	Captioned	Hamilton