



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Rhode Island Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick RI 02888
(401) 941-4500

June 29, 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 June 1, 2011 through May 31, 2012
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Rhode Island Public Utilities Commission 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 Rhode Island to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- Long Distance/Billing Issues
- Miscellaneous Service Complaints
- Connect Time (TTY-Voice)
- Carrier of Choice not Available/Other Equal Access

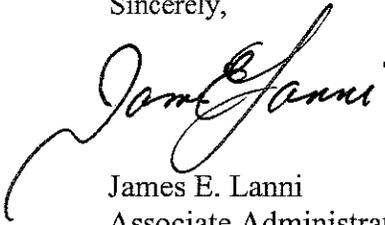
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this

report. Hamilton normally provides resolutions to all complaints within 72 hours. The enclosed complaints are resolved.

Rhode Island Relay has received a total of 7 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 the Rhode Island Division of Public Utilities & Carriers at 401-780-2120 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script that reads "James E. Lanni". The signature is written in black ink and is positioned to the left of the typed name.

James E. Lanni
Associate Administrator for Operations
and Consumer Affairs

Rhode Island Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By	Inquiry	Resolution Date	Resolution	Category
13966	6/13/2011		Melissa	Melissa	Customer requested Pactech as their long distance provider.	07/06/11	Customer Service explained that Pactech was not a participating provider through the relay. Customer Service stated relay would contact the provider and set a temporary preference to allow the customer to process long distance calls through relay. Customer Service forwarded information to the technical department and a temporary profile was implemented. Customer understood. Carrier has been contacted and an LOA has been received. Test calls have not been completed with the carrier. Customer Service has continued to contact the provider. As of 5/31/12, Pactech is still not a participating provider through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
22403	8/31/2011		Jody	Jody	Customer stated that they have been unable to receive a relay call.	8/31/2011	Customer Service attempted test calls, which were unsuccessful. There has been no further contact from the customer and there was no other contact information provided by the customer.	Service Complaints - Miscellaneous
22676	9/4/2011		Lori	Lori	Customer stated that their daughter's telephone was not working properly.	9/4/2011	Supervisor placed test calls, which were unsuccessful. It was discovered that there was no dial tone on the customer's phone. Supervisor directed the customer to their telephone company. Customer understood.	External Complaints - Miscellaneous
23063	9/9/2011		Tina	Tina	Customer stated there is a beeping on their phone line.	09/09/11	Customer Service directed customer to their provider for assistance. Customer was satisfied.	External Complaints - Miscellaneous
31084	11/29/2011		Tina	Tina	Customer stated that they have been receiving an operator generated recording whenever they dial the relay.	11/29/11	Customer Service verified the customer's profile, which was set properly. Customer Service explained the recording is an operator generated recording and directed them to their telephone provider. Customer was satisfied.	External Complaints - Miscellaneous
45565	4/27/2012		Tina	Tina	Customer stated there was delay in connecting to the relay.	4/27/2012	Customer Service apologized for the delay and explained that relay was busy. Customer Service suggested customer attempt their call again. Calls were answered at 94% within 10 for day. Customer was satisfied.	Technical Complaints - Connect Time (TTY/Voice)
46261	5/23/2012		Tina	Tina	Representative stated that a customer was unable to place long distance calls through the relay and requested that we contact the customer.	5/23/2012	Customer Service stated that the relay would contact the customer. Customer Service has continued to attempt to contact the customer, but there has been no answer.	Long Distance/Billing Issues - Long Distance Billing Issues

Rhode Island 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	Rep. Initials
There were no complaints in violation of FCC standards from June, 2011 to May, 2012.											