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June 27, 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 Georgia Public Service 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 Georgia to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- Didn't Follow Voice Mail/Recording Procedure
- Fraudulent/Harassment Call
- Miscellaneous Service Complaints
- 711 Problems

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.

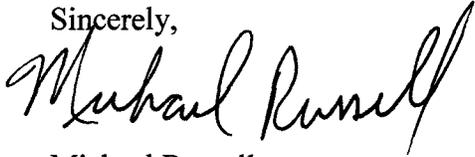
In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find a complaint that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

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Georgia Relay 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.

Please feel free to contact myself at 404-656-0995 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 that reads "Michael Russell". The signature is written in a cursive style with a large, prominent initial "M".

Michael Russell
Utilities Regulatory Specialist
TRS Coordinator
Georgia Public Service Commission

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

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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
267518	6/16/2011	2:45:00 PM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer shared feedback regarding misspelled captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	6/16/2011 2:55:00 PM	within 24 hours	AG
308849	11/19/2011	2:55:00 PM	CapTel	Service	NA	11030	Accuracy of captions	Customer reported that her CapTel has recently not been providing accurate captions CSR apologized for customer's experience and thanked her for calling to share her experience. Customer could not provide specific call data, so CSR suggested that if the customer wishes to document the date, time and CA# of any future calls where she experiences inaccurate captions CCS can investigate on her behalf. CSR did identify one trouble ticket where the CA noted a caller to the Captel user was hard to understand.	11/19/2011 3:15:00 PM	within 24 hours	MA

Georgia 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
14182	6/17/2011		Carla	LaShonda	Customer stated that someone deaf or hard of hearing has been calling the customer's telephone number repeatedly. Customer provided the other party's telephone number and requested that Customer Service contact the party.	6/17/2011	Customer Service apologized and explained how to place a call through the relay. Customer Service explained that the customer could call the telephone number. Customer understood.	External Complaints - Miscellaneous
15464	7/5/2011	5042	Taiesha	Taiesha	Customer stated that the CA did a poor job processing their call. Customer stated that the CA did not follow their instructions and misdialled a number.	7/5/2011	Customer Service apologized and stated that the CA would be counseled. CA was counseled and monitored frequently. Customer was notified.	Service Complaints - Miscellaneous
17122	7/15/2011	5091	Taiesha	Taiesha	Customer stated that the CA was rude and hung up on their call. Customer stated that the CA did a poor job processing their call.	7/16/2011	Customer Service forwarded the information to the technical department. The technical department discovered that the originating line disconnected first. CA was counseled and customer was notified.	Service Complaints - Miscellaneous
25585	10/3/2011		Tina	Tina	Customer stated that the company they were dialing continued to disconnect. Customer stated that they thought the business could not hear them.	10/3/2011	Customer Service discovered that the customer's profile stated no identification. Customer Service explained this to the customer and they requested to update their profile. Profile updated. Customer was satisfied.	Service Complaints - Miscellaneous
27568	10/25/2011	5170	Kameshia	Kameshia	Customer stated the CA did not follow instructions.	10/25/2011	Customer Service apologized and stated the CA would be counseled and monitored frequently. CA was counseled and monitored frequently. Customer was notified.	Service Complaints - Miscellaneous
32434	12/12/2011		Kim	Savarrah	Customer stated they received a message stating that the number they are calling has to have an account setup when calling through a prison.	12/12/2011	Customer Service contacted the prison for more information. The deputy cancelled their request.	Service Complaints - Miscellaneous
32658	12/13/2011		Kim	Kim	Customer stated that their inmates were not able to reach the person they were calling.	12/13/2011	Customer Service apologized and forwarded the information to the technical department. Customer contacted Customer Service requesting to cancel request because it was discovered that the calls were not going through due to non-acceptance of collect calls from the voice parties.	Service Complaints - Miscellaneous
37494	1/30/2012	5024	Kim	Kim	Customer stated the CA refused to dial a number.	1/30/2012	Customer Service apologized and stated the CA would be counseled and monitored frequently. CA has been counseled and monitored frequently.	Service Complaints - Miscellaneous
37495	1/30/2012	5060	Kim	Kim	Customer stated that their call was not processed properly.	1/31/2012	Customer Service attempted to speak with the customer but customer became irate and disconnected.	Service Complaints - Miscellaneous
37504	1/30/2012	5245	Kim	Kim	Customer stated that their call was not processed smoothly.	1/30/2012	Customer Service attempted to speak with the customer but customer became irate and disconnected.	Service Complaints - Miscellaneous
38068	2/6/2012	5002	Kim	Kim	Customer stated the CA refused to process their call.	2/6/2012	Customer Service apologized and forwarded the information to the technical department. The technical department discovered that there were no records of any call through the relay. Customer was notified.	Service Complaints - Miscellaneous
39208	2/21/2012	9118	Jessica	Ellen	Customer stated the CA does not hear them and disconnected the call.	2/21/2012	Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the CA was responding to the customer. Customer was notified and Customer Service suggested test calls to identify the equipment issue. Customer refused at this time.	Service Complaints - Miscellaneous

Georgia 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
42654	3/27/2012	5141	Kim	Kim	Customer stated CA and Supervisor would not provide the information to call the relay back to get in touch with a person that is deaf.	3/27/2012	Customer Service discovered that the customer was requesting the deaf party's contact information. Customer Service explained that the relay does not maintain a directory for confidentiality reasons. Customer understood.	Service Complaints - Miscellaneous
44451	4/16/2012	5261	Kim	Kim	Customer stated the CA did not change connect modes.	4/16/2012	Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the CA did change connect modes. Customer was notified.	Service Complaints - Miscellaneous
44774	4/19/2012	5261	Kim	Kim	Customer stated CA did not offer an option to leave a message on the other party's voice mail.	4/19/2012	Customer Service apologized and stated CA would be counseled. CA was counseled and monitored frequently. Customer was notified and satisfied.	Service Complaints - Didn't Follow Voice Mail/Recording Procedure
44813	4/19/2012	5425	Kim	Kim	Customer stated they requested a male CA, but was not provided one.	4/19/2012	Customer Service apologized to the customer and explained that at the time of the call, there were no male CAs available. Customer understood.	Service Complaints - Miscellaneous
45087	4/24/2012		Kim	Kim	Customer stated they are receiving fraudulent calls through the relay.	4/24/2012	Customer Service apologized and suggested they contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order and at that time call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
45614	4/30/2012	5089	Richard	Richard	Customer stated the CA was rude and unprofessional.	4/30/2012	Customer Service apologized and stated that the CA would be counseled. CA was counseled and monitored frequently. Customer was satisfied.	Service Complaints - Miscellaneous
45617	4/30/2012	5011	Chelsea	Chelsea	Customer stated that the CA did not use tone of voice while processing the call.	4/30/2012	Customer Service apologized and stated the CA would be counseled and monitored frequently. CA was counseled and monitored frequently. Customer was satisfied.	Service Complaints - Miscellaneous
45882	5/1/2012		Kim	Kim	Customer stated they were unable to dial 7-1-1 from their TTY machine.	6/1/2012	Customer Service discovered that the customer had recently changed telephone companies. Customer's provider is OOMA. Customer Service requested information in order to contact the provider. It was discovered that OOMA is a VoIP provider. Customer was provided with the toll free number in order to place calls successfully through the relay. This information was added to the customer's profile. Customer was satisfied.	Technical Complaints - 711 Problems
46101	5/4/2012	1271	Kim	Kim	Customer stated that the CA refused to help them find a TTY user's telephone number.	5/4/2012	Customer Service apologized and forwarded the information to the technical department. The technical department determined that the CA made six different calls for the customer, before transferring to Customer Service. CA was counseled and customer was satisfied.	Service Complaints - Miscellaneous
47868	5/31/2012		John	John	Customer stated that they were not able to make a long distance call through the relay.	5/31/2012	Customer Service discovered that the customer had spoken with their provider ATT. ATT assured the customer that there were no problems on their side. Customer Service discovered that the customer did not have a profile set. A profile was implemented and customer has experienced no further issues. Customer was satisfied.	Service Complaints - Miscellaneous