



July 30, 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,

Innovative Telephone 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 Innovative Telephone to provide Telecommunications Relay Service to the Virgin Islands.

Hamilton tracks all complaints and all other customer service activity for the Virgin Island Telecommunications Relay Services. Virgin Island's complaint summary is associated with the following database categories:

- CA Accuracy/Spelling/Verbatim
- CA Misdialed Number
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Didn't give CA Number
- CA Didn't Follow Policy/Procedure
- CA Didn't Follow Instructions
- Miscellaneous Service Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Innovative Telephone has received a total of 15 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2011 through May 31, 2012.

Of 15 total complaints in the Virgin Islands, 14 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 340-715-8241 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Mickey Breton
VP and General Manager

Virgin Islands 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 |
|-----------|--------------|-------------------------|---------------|--------------|--|-----------------|--|---|
| 13501 | 06/03/2011 | 4062 | Tina | Tina | Customer stated the CA made several typing errors, which made the conversation difficult to understand. Customer stated they requested the CA retype the errors. Customer stated that the CA refused to retype the requested information. Customer stated that the Supervisor refused to assist. | 06/03/2011 | Lead CA apologized and stated that the CA and Supervisor would be counseled. CA and Supervisor were counseled and customer was satisfied. It was discovered that the CA did not refuse, but customer was asking questions and was transferred to Customer Service. | Service Complaints - CA Accuracy/Spelling/Verbatim |
| 13985 | 06/05/2011 | 4057 and 4030 | Melanie | Melanie | Customer stated that the CAs did not identify themselves at the beginning of the call. | 06/05/2011 | Lead CA apologized and stated the CAs would be counseled. CAs were counseled and customer was satisfied. | Service Complaints - Didn't Follow Policy/Procedure |
| 14067 | 06/15/2011 | 4062 | Lonita | Lonita | Customer stated the CA made several typing errors during the call. | 06/15/2011 | Lead CA apologized and stated the CA would be monitored and tested frequently. CA's last typing 64wpm with 99% accuracy. Customer was satisfied. | Service Complaints - CA Accuracy/Spelling/Verbatim |
| 14068 | 06/15/2011 | 9035 | Kim | Kim | Customer stated the CA did not provide their CA number at the beginning of the call. | 06/15/2011 | Customer Service apologized and discovered that the CA did provide their identification. Customer was notified and satisfied. | Service Complaints - Didn't Follow Policy/Procedure |
| 14919 | 06/28/2011 | 6538 | Taryn | Taryn | Customer stated the CA did not give their identification or follow instructions. | 06/28/2011 | Supervisor apologized and discovered that the CA did provide their identification. Supervisor stated that the CA would be counseled on following instructions. CA was counseled and customer was satisfied. | Service Complaints - Didn't Give CA Number |
| 15000 | 06/29/2011 | | Lori | Lori | Customer stated there was a long delay in connecting to the relay. | 06/29/2011 | Supervisor apologized and explained the relay was busy. Supervisor suggested customer attempt their call again. Calls were answered at 96% within 10 for the day. Customer hung up. | Service Complaints - Miscellaneous |
| 16729 | 07/12/2011 | 9124 | Lonnie | Lonnie | Customer stated that the CA did not follow their voice mail instructions. | 07/12/2011 | Customer Service apologized and stated CA will be counseled. CA was counseled and was monitored frequently. Customer was satisfied. | Service Complaints - Didn't Follow Voice Mail/Recording Procedure |
| 16913 | 07/13/2011 | 9064 | Miranda | Miranda | Customer stated that the CA did not type verbatim. | 07/13/2011 | Customer Service apologized and stated the CA would be counseled. CA was counseled and monitored frequently. Customer was satisfied. | Service Complaints - CA Accuracy/Spelling/Verbatim |
| 17452 | 07/19/2011 | 9133 | Garrett | Garrett | Customer stated that the CA misdialed several times. Customer did not feel the CA was listening. | 07/19/2011 | Lead CA apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and was monitored. Customer was satisfied. | Service Complaints - CA Misdialed Number |
| 18546 | 07/26/2011 | | Tina | Tina | Customer stated that the CA did not process their call correctly, but customer did not have the CA number. | 07/26/2011 | Customer Service apologized and forwarded information to the technical department. The technical department discovered that the CA processed the call properly. Customer was notified. | Service Complaints - Miscellaneous |
| 18606 | 07/29/2011 | 4193, 9124, 67537, 9068 | Tina | Tina | Customer stated they experienced several issues with typing errors and not following profile instructions. | 07/29/2011 | Customer Service apologized and stated that the CAs would be monitored and the issues would be addressed during refresher training with all CAs. Customer was satisfied. Topics were forwarded to management for refresher training. | Service Complaints - Miscellaneous |
| 18896 | 08/01/2011 | 3034 | Jody | Jody | Customer stated the CA did not type everything that was said by the voice party. | 08/01/2011 | Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. | Service Complaints - CA Accuracy/Spelling/Verbatim |
| 19008 | 08/02/2011 | 9058 | Candace | Candace | Customer stated that the CA did not type the conversation verbatim, which caused confusion and the other party disconnected. | 08/02/2011 | Lead CA apologized and stated the CA will be counseled. CA was counseled and customer was satisfied. | Service Complaints - CA Typing |
| 36719 | 01/24/2012 | 3088 | Tina | Tina | Customer stated that the CA was unable to understand due to the customer's accent. | 01/24/2012 | Customer Service apologized and stated the CA would be counseled. CA was counseled on calling for assistance with a call and customer was satisfied. | Service Complaints - Miscellaneous |
| 45870 | 05/01/2012 | 3040 | Tina | Tina | Customer stated that after verifying they had read the profile, the CA did not follow the instructions for "No Identification." | 05/01/2012 | Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and monitored frequently. Customer was satisfied. | Service Complaints - Didn't Follow Instructions |