NEIL ABERCROMBIE
GOVERNOR

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STATE OF HAWAII
PUBLIC UTILITIES COMMISSION
DEPARTMENT OF BUDGET AND FINANCE
465 S. KING STREET, #103
HONOLULU, HAWAII 96813

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COMMISSIONER

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COMMISSIONER

e-mail: Hawaii.PUC@hawaii.gov

September 20, 2012

Received & Inspected

SEP 26 2012

FCC Mail Room

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

Re: CG Docket 03-123; Consumer Complaint Log Summary Concerning Telecommunications Relay Services ("TRS") for the Period June 1, 2011 to May 31, 2012

Dear Ms. Dortch:

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission hereby transmits the original and four (4) copies of its TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2012.

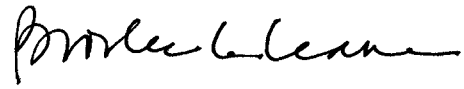
Consistent with the Federal Communications Commission's ("FCC") requirements, the Summary includes the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution. During the period of June 1, 2011 through May 31, 2012, a total of 2 complaints were logged regarding the provision of TRS in Hawaii.

The total number of interstate relay calls by type of TRS, which the FCC also requested will be submitted separately by Sprint, Hawaii's current TRS provider. It is our understanding that Sprint will provide this information to the FCC under seal since it considers call volume information to be proprietary and confidential.

No. of Copies rec'd 0+4
List ABCDE

If you have any questions on this matter, please do not hesitate to contact Steven Iha at steven.j.iha@hawaii.gov or (808) 586-2020.

Sincerely,



Brooke K. Kane
Administrative Director

BKK:SJI:sl

Enclosures

c: LisaAnn Tom, Sprint Relay Hawaii (w/o enc.)

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SEP 2 6 2012

FCC Mail Room

Sprint Relay

Hawaii FCC 2011 - 2012 Complaint Log

Complaint Tracking for HI (06/01/2011-05/31/2012). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	04/19/12	A TTY customer said that the Relay Operator did not follow her instruction. A Center Manager apologized to the TTY customer for the inconvenience and will inform the Relay Operator	04/19/12	The Relay Operator was coached to follow customer's instruction within their notes, verbally or typed. The Relay Operator apologized.
2	05/03/12	A Customer complained that the Relay Operator was very rude and interrupted her when she was trying to type the information to be relayed.	05/09/12	The Relay Operator was still in training when this occurred. The Relay Operator was coached on the proper relay procedure.

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Sprint Relay

Hawaii FCC 2011 - 2012 Complaint Log

Complaint Tracking for HI (06/01/2011-05/31/2012). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	04/19/12	A TTY customer said that the Relay Operator did not follow her instruction. A Center Manager apologized to the TTY customer for the inconvenience and will inform the Relay Operator.	04/19/12	The Relay Operator was coached to follow customer's instruction within their notes, verbally or typed. The Relay Operator apologized.
2	05/03/12	A Customer complained that the Relay Operator was very rude and interrupted her when she was trying to type the information to be relayed.	05/09/12	The Relay Operator was still in training when this occurred. The Relay Operator was coached on the proper relay procedure.