

**Appendix I:**  
**Copy of Legislation or Other Establishing TRS in the State**



**OFFICE OF THE GOVERNOR**

**EXECUTIVE ORDER #131**

**Relating to the creation of the Telecommunications  
Relay Service Council**

WHEREAS, the State of Wisconsin has a sizable speech and hearing impaired population; and

WHEREAS, the State recognizes the need to improve communication opportunities for speech and hearing impaired persons; and

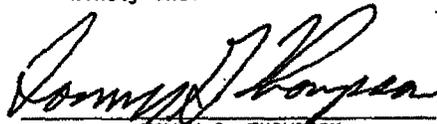
WHEREAS, the establishment of a telecommunications relay service will help integrate speech and hearing impaired persons into the community and allow them equal access to communicate with others;

NOW, THEREFORE, I, TOMMY G. THOMPSON, Governor of the State of Wisconsin, by the authority vested in me by the Constitution and the laws of this State, and specifically by Wisconsin Statute section 14.019, do hereby repeal Executive Order #95 (dated June 19, 1990) and:

1. Recreate the Telecommunications Relay Service Council ("the Council").
2. Provide the Council shall consist of not more than 11 members, appointed by the Governor, to serve at his pleasure, including the following members:
  - a. Four members who use telecommunications relay service, consisting of one member who is speech impaired, one member who is hearing impaired, one member who is speech and hearing impaired, and one member who does not have a speech or hearing impairment.
  - b. Five members consisting of one representative of the Wisconsin Association of the Deaf, one representative of Wisconsin Telecommunications, Inc., one representative of the Wisconsin State Telephone Association, one representative of a local exchange telecommunications utility, and one public member.
  - c. A chairperson, selected by the Governor from among the membership of the council.
3. Direct the Council to advise the Bureau of Information and Telecommunications Management (BITM) in the Department of Administration on the feasibility and/or desirability of:
  - a. Establishing functional requirements and operational procedures for telecommunications relay service.
  - b. Requiring telecommunications relay service be available 24 hours per day, 7 days per week.
  - c. Requiring that users of telecommunications relay service pay rates that are not greater than the rates for functionally equivalent voice telecommunications service.

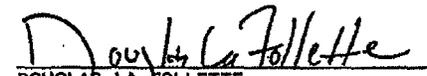
- d. Prohibiting telecommunications relay service operators from refusing calls or limiting the length of calls.
  - e. Prohibiting telecommunications relay service operators from disclosing the content of calls or from keeping records of the content of a call beyond the duration of the call.
  - f. Prohibiting telecommunications relay service operators from intentionally altering the content of a call.
  - g. Requiring telecommunications relay service operators receive training related to problems faced by speech-impaired or hearing-impaired persons using telecommunications relay service.
  - h. Establishing, or authorizing by contract the establishment of a statewide telecommunications relay service.
  - i. Establishing a statewide telecommunications relay service to be available within 1 year of the date of this order.
4. Direct the Department of Administration provide necessary staff support for the Council, and provide funds necessary to pay the expenses of the Council.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Wisconsin to be affixed. Done at the Capitol in the City of Madison this second day of October in the year one thousand nine hundred and ninety-one.

  
TOMMY G. THOMPSON  
Governor



By the Governor:

  
DOUGLAS LA FOLLETTE  
Secretary of State

**Appendix J:**  
**Copies of Complaint Logs from 2008-2012**



**JIM DOYLE**  
GOVERNOR

**MICHAEL L. MORGAN**  
SECRETARY

Division of Enterprise Technology  
Post Office Box 7844  
Madison, WI 53707-7844  
Voice (608) 267-0627  
Fax (608) 267-0626

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June 30, 2008

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008  
CG DOCKET NO. 03-123  
DA NO. 07-2762

Dear Ms. Dortch,

The State of Wisconsin, Department of Administration respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

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

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling

July 23, 2008

Page 2 of 2

- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

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.

Please feel free to contact myself at 800-901-8389 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jack R. Cassell, WTRS Contract Administrator

cc: Arlene Alexander (paper filing)

DOCKET FILE COPY ORIGINAL

JIM DOYLE  
GOVERNOR  
MICHAEL L. MORGAN  
SECRETARY

Division of Enterprise Technology  
Post Office Box 7844  
Madison, WI 53707-7844  
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WISCONSIN DEPARTMENT OF  
ADMINISTRATION

June 24, 2009

Received & Inspected

JUN 29 2009

FCC Mail Room

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Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2008 through May 31, 2009  
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No. of Copies rec'd 0  
List A B C D E

June 18, 2009

Page 2 of 2

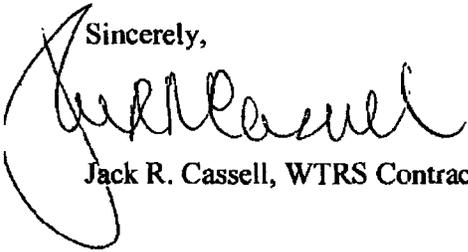
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In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find one complaint that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent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

Please feel free to contact myself at 608-567-8652 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Jack R. Cassell, WTRS Contract Administrator

cc: Original and 4 copies of each filing

**Wisconsin Relay 2009 FCC Complaint Report**

6/1/08 to 5/31/09

Received &amp; Inspected

JUN 29 2009

FCC Mail Room

**Service Complaints--CA Hung  
Up on Caller**

Customer stated that CA hung up on them.

**Inquire Date** 8/25/2008  
**Record ID** 16760  
**Call Taken By** jr  
**CA Number** 6202  
**Responded By** jr  
**Response Date** 8/26/2008  
**Resolution** 8/26/2008

Customer Service forwarded the information to the technical department. The technical department discovered that the originator disconnected the call. Customer was informed and was thankful.

**Service Complaints--CA Typing  
Speed**

Customer stated that CA's typing was slow and that the CA needs to improve their speed. The customer requested a follow up call.

**Inquire Date** 3/4/2009  
**Record ID** 17009  
**Call Taken By** BS/TT  
**CA Number**  
**Responded By** BR  
**Response Date** 3/5/2009  
**Resolution** 3/5/2009

Customer Service apologized and stated that the CA would be monitored more frequently. CA's last typing score was 62 WPM with 98% accuracy. Customer was satisfied.

**Service Complaints--CA Typing  
Speed**

Customer stated that CA's typing was slow. Customer felt that the CA needed to improve their typing speed.

**Inquire Date** 3/26/2009  
**Record ID** 17045  
**Call Taken By** jr  
**CA Number** 6472  
**Responded By** jr  
**Response Date** 3/31/2009  
**Resolution** 3/31/2009

Customer Service apologized. CA had been placed in a typing course and was not allowed to handle calls until their speed and accuracy improved. CA's latest typing score was 60 WPM with 98% accuracy. CA has been allowed to handle calls, but continues the typing course in order to further develop their typing speed and accuracy.

**Service Complaints--  
Fraudulent/Harassment Call**

Customer had received a fraudulent telephone call through the relay. Customer gave the CA number, which was not a Hamilton CA number.

**Inquire Date** 3/17/2009  
**Record ID** 17022  
**Call Taken By** MEB  
**CA Number**  
**Responded By** MEB  
**Response Date** 3/17/2009  
**Resolution** 3/17/2009

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that the calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

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 List A B C D E

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**Service Complaints--  
Ringing/No Answer**

Customer stated they received a recording to wait for the next available CA. Customer stated that they have attempted several times and had not been able to reach a CA.

**Inquire Date 3/2/2009  
Record ID 16998  
Call Taken By Lead CA  
CA Number  
Responded By TT  
Response Date 3/2/2009  
Resolution 3/2/2009**

Customer Service apologized and explained that the recording is reached when the relay has been busy. Customer Service further explained that the recording is to inform the customer to please stay on the line for a CA and that calls are handled in the order they reach the relay. Customer understood. Calls were answered at 96% within 10 seconds for the day.

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**Technical Complaints--Line  
Disconnected**

Customer stated that his phone call had been disconnected.

**Inquire Date 2/3/2009  
Record ID 16975  
Call Taken By BS  
CA Number  
Responded By MEB  
Response Date 2/9/2009  
Resolution 2/9/2009**

Customer Service apologized for the inconvenience and forwarded the information to the technical department. The technical department discovered that there was a switch issue. Issue was resolved and customer was satisfied.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 6/16/2008  
Record ID 78087  
Call Taken By CTI  
CA Number  
Responded By J.S.  
Response Date 6/16/2008  
Resolution 6/16/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 6/23/2008  
Record ID 78851  
Call Taken By CTI  
CA Number  
Responded By J.G.  
Response Date 6/23/2008  
Resolution 6/23/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 6/24/2008  
Record ID 78935  
Call Taken By CTI  
CA Number  
Responded By E.Y.  
Response Date 6/24/2008  
Resolution 6/24/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated issues with the accuracy of captions.

**Inquire Date 7/8/2008**  
**Record ID 80335**  
**Call Taken By CTI**  
**CA Number**  
**Responded By K.M.**  
**Response Date 7/8/2008**  
**Resolution 7/8/2008**

Customer Service apologized and forwarded the information to the Call Center Manager. Customer Service suggested that the customer note the date, time and CA number to report further issues. Customer understood.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 7/14/2008**  
**Record ID 81005**  
**Call Taken By CTI**  
**CA Number**  
**Responded By T.J.**  
**Response Date 7/14/2008**  
**Resolution 7/14/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated issues with the accuracy of captions.

**Inquire Date 7/28/2008**  
**Record ID 82342**  
**Call Taken By CTI**  
**CA Number**  
**Responded By J.G.**  
**Response Date 7/28/2008**  
**Resolution 7/28/2008**

Customer Service apologized and explained that the CA had reported technical issues regarding the ability to hear both parties during the call in question. Customer understood.

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**CapTel--Complaints**

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

**Inquire Date 7/29/2008**  
**Record ID 82694**  
**Call Taken By CTI**  
**CA Number**  
**Responded By D.F.**  
**Response Date 7/29/2008**  
**Resolution 7/29/2008**

Customer Service explained to the customer why the disconnection/reconnection issue might be happening and sent the customer information regarding the difference between a CapTel phone and a traditional phone.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 8/6/2008**  
**Record ID 83415**  
**Call Taken By CTI**  
**CA Number**  
**Responded By J.G.**  
**Response Date 8/6/2008**  
**Resolution 8/6/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/7/2008  
**Record ID** 83588  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.G.  
**Response Date** 8/7/2008  
**Resolution** 8/7/2008

Customer stated that the captions were delayed behind the voice during calls which makes the seconds of silence awkward, especially on work related calls. Customer asked if there was a way to request a certain CA.

Customer Service replied that it was not possible to request a certain CA and informed the customer that in 2-Line mode they can switch to a new CA by turning off and on the captions at any time during a call.

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**CapTel--Complaints**

**Inquire Date** 8/12/2008  
**Record ID** 84233  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.G.  
**Response Date** 8/12/2008  
**Resolution** 8/12/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/18/2008  
**Record ID** 84794  
**Call Taken By** CTI  
**CA Number**  
**Responded By** E.Y.  
**Response Date** 8/18/2008  
**Resolution** 8/18/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/18/2008  
**Record ID** 84855  
**Call Taken By** CTI  
**CA Number**  
**Responded By** M.Mo.  
**Response Date** 8/18/2008  
**Resolution** 8/21/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/19/2008  
**Record ID** 85086  
**Call Taken By** CTI  
**CA Number**  
**Responded By** S.T.  
**Response Date** 8/19/2008  
**Resolution** 8/19/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 8/20/2008**  
**Record ID 85213**  
**Call Taken By CTI**  
**CA Number**  
**Responded By E.Y.**  
**Response Date 8/20/2008**  
**Resolution 8/20/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

---

**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 8/21/2008**  
**Record ID 85374**  
**Call Taken By CTI**  
**CA Number**  
**Responded By J.G.**  
**Response Date 8/21/2008**  
**Resolution 8/21/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

---

**CapTel--Complaints**

Customer stated that they were unable to successfully make outgoing calls.

**Inquire Date 9/2/2008**  
**Record ID 86277**  
**Call Taken By CTI**  
**CA Number**  
**Responded By T.J.**  
**Response Date 9/2/2008**  
**Resolution 9/4/2008**

Customer Service forwarded the information to technical support. Technical support identified that the customer's outgoing calls were being routed through a VOIP network. Technical support made a change to route the calls through a different network which corrected the situation. Customer is now able to successfully make outgoing calls.

---

**CapTel--Complaints**

Customer stated that they were having technical difficulties.

**Inquire Date 9/11/2008**  
**Record ID 87410**  
**Call Taken By CTI**  
**CA Number**  
**Responded By T.J.**  
**Response Date 9/11/2008**  
**Resolution 9/11/2008**

Customer Service determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

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**CapTel--Complaints**

Customer stated that they were having technical difficulties.

**Inquire Date 10/8/2008**  
**Record ID 90041**  
**Call Taken By CTI**  
**CA Number**  
**Responded By S.T.**  
**Response Date 10/8/2008**  
**Resolution 10/8/2008**

Customer Service determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

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**CapTel--Complaints**

Customer stated that they were having some technical difficulties.

**Inquire Date 10/17/2008**  
**Record ID 91148**  
**Call Taken By CTI**  
**CA Number**  
**Responded By D.F.**  
**Response Date 10/17/2008**  
**Resolution 10/17/2008**

Customer Service provided the customer with an interim solution while they determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

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**CapTel--Complaints**

Customer stated that they were unable to successfully make a call.

**Inquire Date 12/12/2008**  
**Record ID 97605**  
**Call Taken By CTI**  
**CA Number**  
**Responded By S.T.**  
**Response Date 12/12/2008**  
**Resolution 12/12/2008**

Customer Service explained that CapTel experienced an interruption at the Data Center which caused some calls to drop and others remained unanswered during a ten minute outage. Calls continued to queue during the outage but were promptly answered once the interruption was resolved. Customer attempted their call again and it was successful.

---

**CapTel--Complaints**

Customer stated that when dialing a local or long distance call through the Captioning Service, they would receive the following error message; "Your long distance call has been temporarily discontinued - please call customer service for assistance."

**Inquire Date 4/27/2009**  
**Record ID 115546**  
**Call Taken By CTI**  
**CA Number**  
**Responded By D.F.**  
**Response Date 4/27/2009**  
**Resolution 4/27/2009**

Customer Service forwarded the information to technical support and to the network vendor. Technical support was able to make an interim adjustment and change the routing of calls while a code correction was completed by the network vendor to permanently resolve the matter. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 5/19/2009**  
**Record ID 119833**  
**Call Taken By CTI**  
**CA Number**  
**Responded By M.F.**  
**Response Date 5/19/2009**  
**Resolution 5/19/2009**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**WISCONSIN DEPARTMENT OF  
ADMINISTRATION**

**JIM DOYLE**  
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**MICHAEL L. MORGAN**  
SECRETARY

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September 18, 2012

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Sincerely,

Jack R. Cassell, WTRS Contract Administrator

cc: Original and 4 copies of each filing

# Wisconsin Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

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## **Service Complaints--CA Hung Up on Caller**

**Inquire Date** 8/25/2008  
**Record ID** 16760  
**Call Taken By** jr  
**CA Number** 6202  
**Responded By** jr  
**Response Date** 8/26/2008  
**Resolution** 8/26/2008

Customer stated that CA hung up on them.

Customer Service forwarded the information to the technical department. The technical department discovered that the originator disconnected the call. Customer was informed and was thankful.

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## **Service Complaints--CA Typing Speed**

**Inquire Date** 3/4/2009  
**Record ID** 17009  
**Call Taken By** BS/TT  
**CA Number**  
**Responded By** BR  
**Response Date** 3/5/2009  
**Resolution** 3/5/2009

Customer stated that CA's typing was slow and that the CA needs to improve their speed. The customer requested a follow up call.

Customer Service apologized and stated that the CA would be monitored more frequently. CA's last typing score was 62 WPM with 98% accuracy. Customer was satisfied.

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## **Service Complaints--CA Typing Speed**

**Inquire Date** 3/26/2009  
**Record ID** 17045  
**Call Taken By** jr  
**CA Number** 6472  
**Responded By** jr  
**Response Date** 3/31/2009  
**Resolution** 3/31/2009

Customer stated that CA's typing was slow. Customer felt that the CA needed to improve their typing speed.

Customer Service apologized. CA had been placed in a typing course and was not allowed to handle calls until their speed and accuracy improved. CA's latest typing score was 60 WPM with 98% accuracy. CA has been allowed to handle calls, but continues the typing course in order to further develop their typing speed and accuracy.

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## **Service Complaints-- Fraudulent/Harassment Call**

**Inquire Date** 3/17/2009  
**Record ID** 17022  
**Call Taken By** MEB  
**CA Number**  
**Responded By** MEB  
**Response Date** 3/17/2009  
**Resolution** 3/17/2009

Customer had received a fraudulent telephone call through the relay. Customer gave the CA number, which was not a Hamilton CA number.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that the calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

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**Service Complaints--  
Ringing/No Answer**

Customer stated they received a recording to wait for the next available CA. Customer stated that they have attempted several times and had not been able to reach a CA.

**Inquire Date 3/2/2009  
Record ID 16998  
Call Taken By Lead CA  
CA Number  
Responded By TT  
Response Date 3/2/2009  
Resolution 3/2/2009**

Customer Service apologized and explained that the recording is reached when the relay has been busy. Customer Service further explained that the recording is to inform the customer to please stay on the line for a CA and that calls are handled in the order they reach the relay. Customer understood. Calls were answered at 96% within 10 seconds for the day.

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**Technical Complaints--Line  
Disconnected**

Customer stated that his phone call had been disconnected.

**Inquire Date 2/3/2009  
Record ID 16975  
Call Taken By BS  
CA Number  
Responded By MEB  
Response Date 2/9/2009  
Resolution 2/9/2009**

Customer Service apologized for the inconvenience and forwarded the information to the technical department. The technical department discovered that there was a switch issue. Issue was resolved and customer was satisfied.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 6/16/2008  
Record ID 78087  
Call Taken By CTI  
CA Number  
Responded By J.S.  
Response Date 6/16/2008  
Resolution 6/16/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 6/23/2008  
Record ID 78851  
Call Taken By CTI  
CA Number  
Responded By J.G.  
Response Date 6/23/2008  
Resolution 6/23/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 6/24/2008  
Record ID 78935  
Call Taken By CTI  
CA Number  
Responded By E.Y.  
Response Date 6/24/2008  
Resolution 6/24/2008**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated issues with the accuracy of captions.

**Inquire Date** 7/8/2008  
**Record ID** 80335  
**Call Taken By** CTI  
**CA Number**  
**Responded By** K.M.  
**Response Date** 7/8/2008  
**Resolution** 7/8/2008

Customer Service apologized and forwarded the information to the Call Center Manager. Customer Service suggested that the customer note the date, time and CA number to report further issues. Customer understood.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date** 7/14/2008  
**Record ID** 81005  
**Call Taken By** CTI  
**CA Number**  
**Responded By** T.J.  
**Response Date** 7/14/2008  
**Resolution** 7/14/2008

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated issues with the accuracy of captions.

**Inquire Date** 7/28/2008  
**Record ID** 82342  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.G.  
**Response Date** 7/28/2008  
**Resolution** 7/28/2008

Customer Service apologized and explained that the CA had reported technical issues regarding the ability to hear both parties during the call in question. Customer understood.

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**CapTel--Complaints**

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

**Inquire Date** 7/29/2008  
**Record ID** 82694  
**Call Taken By** CTI  
**CA Number**  
**Responded By** D.F.  
**Response Date** 7/29/2008  
**Resolution** 7/29/2008

Customer Service explained to the customer why the disconnection/reconnection issue might be happening and sent the customer information regarding the difference between a CapTel phone and a traditional phone.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date** 8/6/2008  
**Record ID** 83415  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.G.  
**Response Date** 8/6/2008  
**Resolution** 8/6/2008

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/7/2008  
**Record ID** 83588  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.G.  
**Response Date** 8/7/2008  
**Resolution** 8/7/2008

Customer stated that the captions were delayed behind the voice during calls which makes the seconds of silence awkward, especially on work related calls. Customer asked if there was a way to request a certain CA.

Customer Service replied that it was not possible to request a certain CA and informed the customer that in 2-Line mode they can switch to a new CA by turning off and on the captions at any time during a call.

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**CapTel--Complaints**

**Inquire Date** 8/12/2008  
**Record ID** 84233  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.G.  
**Response Date** 8/12/2008  
**Resolution** 8/12/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/18/2008  
**Record ID** 84794  
**Call Taken By** CTI  
**CA Number**  
**Responded By** E.Y.  
**Response Date** 8/18/2008  
**Resolution** 8/18/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/18/2008  
**Record ID** 84855  
**Call Taken By** CTI  
**CA Number**  
**Responded By** M.Mo.  
**Response Date** 8/18/2008  
**Resolution** 8/21/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

**Inquire Date** 8/19/2008  
**Record ID** 85086  
**Call Taken By** CTI  
**CA Number**  
**Responded By** S.T.  
**Response Date** 8/19/2008  
**Resolution** 8/19/2008

Customer stated difficulties with their long distance network connection.

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date** 8/20/2008  
**Record ID** 85213  
**Call Taken By** CTI  
**CA Number**  
**Responded By** E.Y.  
**Response Date** 8/20/2008  
**Resolution** 8/20/2008

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date** 8/21/2008  
**Record ID** 85374  
**Call Taken By** CTI  
**CA Number**  
**Responded By** J.G.  
**Response Date** 8/21/2008  
**Resolution** 8/21/2008

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated that they were unable to successfully make outgoing calls.

**Inquire Date** 9/2/2008  
**Record ID** 86277  
**Call Taken By** CTI  
**CA Number**  
**Responded By** T.J.  
**Response Date** 9/2/2008  
**Resolution** 9/4/2008

Customer Service forwarded the information to technical support. Technical support identified that the customer's outgoing calls were being routed through a VOIP network. Technical support made a change to route the calls through a different network which corrected the situation. Customer is now able to successfully make outgoing calls.

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**CapTel--Complaints**

Customer stated that they were having technical difficulties.

**Inquire Date** 9/11/2008  
**Record ID** 87410  
**Call Taken By** CTI  
**CA Number**  
**Responded By** T.J.  
**Response Date** 9/11/2008  
**Resolution** 9/11/2008

Customer Service determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

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**CapTel--Complaints**

Customer stated that they were having technical difficulties.

**Inquire Date** 10/8/2008  
**Record ID** 90041  
**Call Taken By** CTI  
**CA Number**  
**Responded By** S.T.  
**Response Date** 10/8/2008  
**Resolution** 10/8/2008

Customer Service determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

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**CapTel--Complaints**

Customer stated that they were having some technical difficulties.

**Inquire Date 10/17/2008**

**Record ID 91148**

**Call Taken By CTI**

**CA Number**

**Responded By D.F.**

**Response Date 10/17/2008**

**Resolution 10/17/2008**

Customer Service provided the customer with an interim solution while they determined that the network was classifying the customer's call as "coin/non-coin/unknown." The CapTel platform has been modified to accept this network classification for a residential user.

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**CapTel--Complaints**

Customer stated that they were unable to successfully make a call.

**Inquire Date 12/12/2008**

**Record ID 97605**

**Call Taken By CTI**

**CA Number**

**Responded By S.T.**

**Response Date 12/12/2008**

**Resolution 12/12/2008**

Customer Service explained that CapTel experienced an interruption at the Data Center which caused some calls to drop and others remained unanswered during a ten minute outage. Calls continued to queue during the outage but were promptly answered once the interruption was resolved. Customer attempted their call again and it was successful.

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**CapTel--Complaints**

Customer stated that when dialing a local or long distance call through the Captioning Service, they would receive the following error message; "Your long distance call has been temporarily discontinued - please call customer service for assistance."

**Inquire Date 4/27/2009**

**Record ID 115546**

**Call Taken By CTI**

**CA Number**

**Responded By D.F.**

**Response Date 4/27/2009**

**Resolution 4/27/2009**

Customer Service forwarded the information to technical support and to the network vendor. Technical support was able to make an interim adjustment and change the routing of calls while a code correction was completed by the network vendor to permanently resolve the matter. Customer Service notified the customer that the issue was resolved.

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**CapTel--Complaints**

Customer stated difficulties with their long distance network connection.

**Inquire Date 5/19/2009**

**Record ID 119833**

**Call Taken By CTI**

**CA Number**

**Responded By M.F.**

**Response Date 5/19/2009**

**Resolution 5/19/2009**

Customer Service forwarded the information to technical support. Technical support identified that the calls were routed through an incompatible network using VOIP lines. This was the cause of data connection difficulties. The problem was resolved by routing the calls through an alternate network. Customer Service notified the customer that the issue was resolved.

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**WISCONSIN DEPARTMENT OF  
ADMINISTRATION**

**JIM DOYLE**  
GOVERNOR

**MICHAEL L. MORGAN**  
SECRETARY

Division of Enterprise Technology  
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Madison, WI 53707-7844  
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June 24, 2010

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2009 through May 31, 2010

Dear Ms. Dortch,

The State of Wisconsin, Department of Administration respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service.

Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service. Hamilton provided relay service to the State of Wisconsin for the period June 1, 2009 through December 29, 2009. The enclosed complaint log reflects this date.

In addition, Sprint Relay, with corporate offices located at 2055 W. Iles Avenue, Suite D, Springfield, IL 62704 is under the contract with State of Wisconsin to provide Telecommunications Relay Service for the period December 29, 2009 to May 31, 2010. The separate enclosed Sprint's complaint log via Sprint reflects this date.

Per Hamilton's response to FCC Public Notice where the FCC requests information concerning the total number of interstate relay calls by type; Hamilton will submit the total of interstate relay call by type report directly to FCC which is separated from the Wisconsin's Annual Complaint Log enclosure.

Per Sprint's response to FCC Public Notice where the FCC requests information concerning the total number of interstate relay calls by type; please see Sprint's cover letter for more information.

Hamilton and Sprint Relay track all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation

June 24, 2010  
Page 2 of 2

- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

Hamilton and Sprint Relay process 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.

Please feel free to contact myself at 800-901-8389, Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY or Emma Danielson with Sprint Relay at 217-953-0858 with any questions regarding the above.

Sincerely,



Jack R. Cassell, WTRS Contract Administrator

cc: Michael Kessenich, DOA/DET Voice Section Chief

# Wisconsin Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

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## ***Service Complaints--CA Hung Up on Caller***

***Inquire Date 9/10/2009  
Record ID 17230  
Call Taken By bb/jr  
CA Number  
Responded By jr  
Response Date 9/14/2009  
Resolution Date 9/14/2009***

Customer stated that they are frequently experience CA hang ups.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the calls were disconnected due to no response from the customer. Customer Service notified the customer and explained why the calls were disconnected. While conversing with the customer it was identified that the customer is a VCO user and begins speaking immediately, not waiting for the "VCO on" and will speak for up to ten minutes before allowing the other party to respond. Customer Service offered a profile update, which was refused. Customer Service also explained that the customer needed to wait for "VCO on" before speaking to ensure proper handling of calls. Customer understood.

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## ***Service Complaints--Fraudulent/Harassment Call***

***Inquire Date 11/5/2009  
Record ID 17279  
Call Taken By jr  
CA Number  
Responded By jr  
Response Date 11/9/2009  
Resolution Date 11/9/2009***

Customer has received a fraudulent telephone call through the relay. Customer was unsure of which relay service processed the call.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer was satisfied.

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## ***Technical Complaints--Carrier Choice not Available/Other Equal Access***

***Inquire Date 10/11/2009  
Record ID 17263  
Call Taken By jr  
CA Number  
Responded By jr  
Response Date 10/12/2009  
Resolution Date 10/15/2009***

Customer requested Chibardon as their long distance provider. Customer stated they were told that the carrier was not available. Customer has had a profile with Chibardon as their provider since 2006.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the provider had changed their reseller from Qwest to MCI. An updated LOA was received and the customer's profile was updated to allow long distance calls through Chibardon. Customer was notified and satisfied.

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**Technical Complaints--VCO Break-Down**

Customer stated that it takes a long time to process a VCO to VCO call.

*Inquire Date 10/4/2009*  
*Record ID 17257*  
*Call Taken By SH/TT*  
*CA Number 6522*  
*Responded By TT*  
*Response Date 10/7/2009*  
*Resolution Date 10/7/2009*

Customer Service forwarded the information to the technical department. The technical department discovered that there was a software issue that could be corrected with a procedural change. Procedure change was forwarded to management for implementation. Customer was notified and satisfied.

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**Technical Complaints--Miscellaneous**

Customer stated issues with processing relay calls. Customer stated they had recently acquired new equipment.

*Inquire Date 9/19/2009*  
*Record ID 17239*  
*Call Taken By MEB*  
*CA Number*  
*Responded By MEB*  
*Response Date 9/22/2009*  
*Resolution Date 9/22/2009*

Customer Service discovered that the customer is a new HCO user. Customer Service emailed HCO information to the customer and assisted with setting a profile. Profile was implemented and customer was satisfied.

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**CapTel--Complaints**

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

*Inquire Date 9/10/2009*  
*Record ID 141078*  
*Call Taken By CTI*  
*CA Number*  
*Responded By T.J.*  
*Response Date 9/10/2009*  
*Resolution 9/10/2009*

Customer Service sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring. Advised customer to have the phone lines checked by their phone company.

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**CapTel--Complaints**

Customer stated difficulties dialing/setup -- dialing prefix.

*Inquire Date 7/13/2009*  
*Record ID 129654*  
*Call Taken By CTI*  
*CA Number*  
*Responded By K.W.*  
*Response Date 7/13/2009*  
*Resolution 7/13/2009*

Customer Service advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

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**WISCONSIN DEPARTMENT OF  
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June 24, 2010

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Federal Communications Commission  
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June 24, 2010

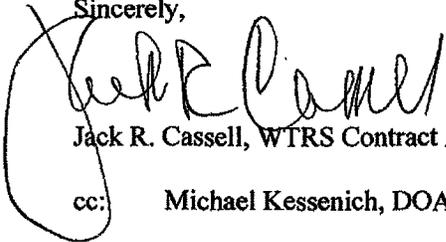
Page 2 of 2

- Improperly Handled ASL or Related Culture Issues
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- Confidentiality Breach
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Sincerely,



Jack R. Cassell, WTRS Contract Administrator

cc: Michael Kessenich, DOA/DET Voice Section Chief

# Wisconsin Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

---

## **Service Complaints--CA Hung Up on Caller**

Customer stated that they are frequently experience CA hang ups.

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**Responded By jr**  
**Response Date 9/14/2009**  
**Resolution Date 9/14/2009**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the calls were disconnected due to no response from the customer. Customer Service notified the customer and explained why the calls were disconnected. While conversing with the customer it was identified that the customer is a VCO user and begins speaking immediately, not waiting for the "VCO on" and will speak for up to ten minutes before allowing the other party to respond. Customer Service offered a profile update, which was refused. Customer Service also explained that the customer needed to wait for "VCO on" before speaking to ensure proper handling of calls. Customer understood.

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## **Service Complaints--Fraudulent/Harassment Call**

Customer has received a fraudulent telephone call through the relay. Customer was unsure of which relay service processed the call.

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**CA Number**  
**Responded By jr**  
**Response Date 11/9/2009**  
**Resolution Date 11/9/2009**

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer was satisfied.

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## **Technical Complaints--Carrier Choice not Available/Other Equal Access**

Customer requested Chibardon as their long distance provider. Customer stated they were told that the carrier was not available. Customer has had a profile with Chibardon as their provider since 2006.

**Inquire Date 10/11/2009**  
**Record ID 17263**  
**Call Taken By jr**  
**CA Number**  
**Responded By jr**  
**Response Date 10/12/2009**  
**Resolution Date 10/15/2009**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the provider had changed their reseller from Qwest to MCI. An updated LOA was received and the customer's profile was updated to allow long distance calls through Chibardon. Customer was notified and satisfied.

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**Technical Complaints--VCO Break-Down**

Customer stated that it takes a long time to process a VCO to VCO call.

**Inquire Date 10/4/2009**

**Record ID 17257**

**Call Taken By SH/TT**

**CA Number 6522**

**Responded By TT**

**Response Date 10/7/2009**

**Resolution Date 10/7/2009**

Customer Service forwarded the information to the technical department. The technical department discovered that there was a software issue that could be corrected with a procedural change. Procedure change was forwarded to management for implementation. Customer was notified and satisfied.

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**Technical Complaints--Miscellaneous**

Customer stated issues with processing relay calls. Customer stated they had recently acquired new equipment.

**Inquire Date 9/19/2009**

**Record ID 17239**

**Call Taken By MEB**

**CA Number**

**Responded By MEB**

**Response Date 9/22/2009**

**Resolution Date 9/22/2009**

Customer Service discovered that the customer is a new HCO user. Customer Service emailed HCO information to the customer and assisted with setting a profile. Profile was implemented and customer was satisfied.

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**CapTel--Complaints**

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

**Inquire Date 9/10/2009**

**Record ID 141078**

**Call Taken By CTI**

**CA Number**

**Responded By T.J.**

**Response Date 9/10/2009**

**Resolution 9/10/2009**

Customer Service sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring. Advised customer to have the phone lines checked by their phone company.

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**CapTel--Complaints**

Customer stated difficulties dialing/setup – dialing prefix.

**Inquire Date 7/13/2009**

**Record ID 129654**

**Call Taken By CTI**

**CA Number**

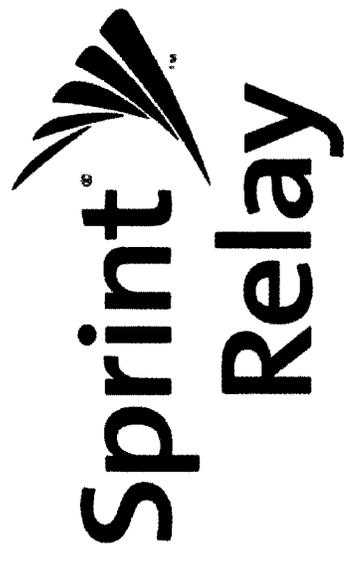
**Responded By K.W.**

**Response Date 7/13/2009**

**Resolution 7/13/2009**

Customer Service advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

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# Wisconsin FCC Complaint Log 2009-2010

**Complaint Tracking for WI (12/29/2009-05/31/2010). Total Customer Contacts: 16**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	12/31/09	A VCO customer says he was cut off by seven different Relay Operators in one day. He said that after he would give the number to dial, he would be disconnected. Apologized for the inconvenience, and opened a trouble ticket. Follow up was requested.	12/31/09	The customer stated that the problem has not occurred since that day, so the cause of the problem is unknown. The customer said he will inform us if this happens again.
2	01/15/10	A customer was unhappy because the Relay Operator was unable to process VCO to VCO calls. Apologized, and informed the customer that this information would be passed on to the appropriate person. No follow up was requested.	01/18/10	The Relay Operator was coached on proper procedures, and demonstrated knowledge of how to process VCO to VCO calls correctly going forward.
3	01/22/10	A VCO customer stated that he is not receiving the Agent ID on incoming calls. Apologized, and issued a trouble ticket. No follow up was requested.	01/22/10	The training manager alerted all centers to remind the Relay Operators to be sure to send their Relay Operator Identification number when asked.
4	01/26/10	A 2 Line VCO customer has been getting ASCII disconnect messages since early January. She has called this Wisconsin ASCII number for years, and has never encountered this problem before. Apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	01/26/10	The technician performed some test calls, and did not experience any issues. The customer emailed the Relay Program Manager to discuss other types of VCO calls. The Relay Program Manager and the customer have been corresponding via email
5	01/27/10	A VCO customer said that when they call relay the TTY answers, even though she is branded as a VCO customer. Apologized, and entered a trouble ticket. No follow up was requested.	01/27/10	The technician attempted to call this customer 3 times and could not reach her. In the meantime there have been no further complaints. If the customer calls in again with a concern, a trouble ticket will be reopened.
6	02/10/10	A customer reported that the Relay Operator sounded like they had a bad connection because he had trouble hearing the Relay Operator. The customer asked the Relay Operator if she had her microphone turned all the way up, and she replied "yes" but the customer said that she seemed to have a bad attitude. Customer Service thanked the caller for bringing this to our attention, and told them that this would be forwarded to the appropriate person. No follow up was requested.	02/10/10	A duplicate of this complaint was received at the call center. The Team Leader met with the Relay Operator, who said that she had the microphone turned up, but said she was not rude. The Team Leader told the Relay Operator that a supervisor would observe her for a while for additional coaching and/or support. The customer may be making duplicate complaints when upset about issues that they cannot solve themselves. This may effect FCC contractual requirements for billing/outbound calls.
7	02/26/10	A customer reported that the Relay Operator dialed incorrectly, as they dialed area code 514 when asked to dial 414. The customer asked the Relay Operator to put her on the line with a Supervisor, or with credit. Instead the customer was transferred to Customer Service. Apologized for the error.	02/26/10	Customer Service apologized for the error. A clear database was established while the VCO customer was on the line. The customer note will read "Verify number to call before out dial." A supervisor was doing the Relay Operator's monthly survey, and witnessed this call. The customer did not ask the Relay Operator to put a supervisor or credit on the line. The Relay Operator offered to transfer the customer to Customer Service because the customer was using obscenities, and being abusive towards the Relay Operator. While reviewing the survey results, the Supervisor coached the Relay Operator on dialing out the correct number, and clarifying when unsure. The Relay Operator was receptive to the coaching provided, and understood. Established a clear database while the VCO user was on the line. Customer note will read "Verify the number to call before out dial."
8	03/13/10	A customer said that the Relay Operator hung up on them, and that the call was important. Apologized, and thanked them for the feedback. The customer did not want a follow up.	03/15/10	The Relay Operator said that she had gotten confused, and dialed out the second outbound number somehow, and then pressed the wrong keys to exit the call which resulted in disconnecting from the customer. The Relay Operator was coached, and did demonstrate knowledge of the proper thing to do in that type of situation.

9	03/13/10	A customer said that a Relay Operator hung up on them. The customer hung up before the supervisor could respond. There was no request for follow up.	03/15/10	A Relay Operator stated that she would not hang up on a customer, nor could she recall any call resulting in an inbound disconnection (technical issue). However, the Relay Operator does recall processing an answer machine retrieval where the inbound line as disconnected.
10	04/09/10	A customer reported that two different Relay Operators were unable to set up a VCO to VCO call. One of the Relay Operators typed to the person speaking as they were speaking. The customer politely requested that the Relay Operators receive a refresher training on this. Apologized for the inconvenience, and informed the customer that this would be forwarded to the call center.	04/12/10	Both Relay Operators were coached on proper procedures, and were able to demonstrated the ability to process VCO to VCO calls.
11	04/26/10	A VCO customer provided a name from her frequently dialed list, but the Relay Operator insisted that she needed to give a number to place the call. When the customer didn't provide the number, the Relay Operator disconnected. Apologized for the inconvenience. No follow-up was requested.	04/26/10	The Relay Operator recalls this situation and said they were clarifying the name in the frequently dialed list because the name was not listed exactly as the customer had stated. While trying to clarify, the customer disconnected.
12	04/26/10	A VCO customer says she provided the name of a person on her frequently dialed contacts, but the agent said she needed to give a number and disconnected when she didn't. Apologized for the inconvenience. No follow-up was requested.	04/26/10	The Relay Operator expressed knowledge of what frequently dialed means and how to process such a request. The Relay Operator also denied disconnecting this or any call.
13	04/26/10	A VCO customer says the Relay Operators told her she needed to provide a number to make a call and then disconnected. She had provided a name from her frequently dialed numbers list. Apologized for the inconvenience. No follow-up was requested.	04/26/10	Met with all three Relay Operators and all were able to successfully demonstrate an understanding of what to do when a customer requests a frequently dialed number. All Relay Operators were coached on the repercussions of disconnecting a call without supervisor assistance.
14	04/26/10	A VCO customer stated that the Relay Operator kept asking her outbound caller to repeat, so the outbound customer became frustrated and disconnected. Apologized for the inconvenience. No follow-up was requested.	04/26/10	The Relay Operator does not recall this call specifically and stated that generally if the Voice person is not clear, they would ask the Voice person to repeat to ensure that all information was being relayed. The Relay Operator also stated that if the name or a certain word was unsure, they would ask them to spell it out. Based on protocol, the Relay Operator appears to be following proper procedures of asking to repeat words if they are not clear.
15	04/26/10	A VCO customer provided a name from her frequently dialed list, but the Relay Operator insisted she needed to give a number to place the call. When the customer did not provide the number, the Relay Operator disconnected the call.	04/26/10	The Team Leader met with the Relay Operator, who thinks that when the customer asked for the person in the Frequently Dialed list, that person may not have been listed. The Relay Operator said they may have continued to ask for the Number to Dial without informing the customer that the number was not listed in the Frequently Dialed list. The Team Leader went over the procedures, and coached the Relay Operator on the importance of not disconnecting calls, as well as the consequences of disconnecting calls.
16	05/09/10	A customer said that they called in and reached a Relay Operator. While calling out the outbound, the customer experienced poor spelling, and stated that the Relay Operator was struggling with their English skills. The customer stated that they ended up disconnecting, and redialing to get a Relay Operator with better skills. A Customer Service Representative apologized for any inconvenience and assured the customer that the complaint would be taken care of. No follow up was requested.	05/09/10	The Team Leader coached the Relay Operator on spelling. They understood to pay more attention to their spelling. However, the Relay Operator said they were typing verbatim what the voice line was saying. The outbound line was from a foreign country, and did not speak English well. The Relay Operator did call a supervisor to help with his particular call.



**Wisconsin  
FCC Complaint Log  
2010 - 2011**