



GOVERNMENT OF THE VIRGIN ISLANDS
OF THE
UNITED STATES
—0—
Public Services Commission

April 10, 2013

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

Re: Application of the Virgin Islands Public Services Commission for Reauthorization of the Virgin Islands Telecommunications Relay Service, CG Docket No. 03-123 ([Attachments](#))

Dear Ms. Dortch:

On March 28, 2013, the enclosed documents were inadvertently omitted from the transmittal mentioned above. We apologize for the error and appreciate your cooperation and understanding.

Should you have questions, please feel free to contact our office.

Sincerely,

A handwritten signature in blue ink that reads "Tisean Hendricks".

Tisean Hendricks
Legal Support Specialist

cc: Mr. Gregory Hilbok,
Chief Disability Right Division, FCC

APPENDIX A

VIRGIN ISLANDS FEATURES AND FUNCTIONS

APPENDIX A – STANDARD AND ENHANCED FEATURES

Sprint provides the following standard features:

Product Feature	Competitive Differences and Benefits
Alpha-numeric Dialing	Relay users can dial request alpha-numeric numbers for the CA to dial.
Answering Machine Retrieval	Sprint's Phoenix platform features the technology necessary to retrieve voicemail or answering machine messages including touch-tone capability (i.e., "DTMF") and advanced recording technology which ensure customers are able to quickly and easily retrieve messages through the Relay service.
ASCII Split Screen	Sprint's platform supports dual-complex communication which means customers can interrupt and view typing.
ANI Technology	Sprint's ability to instantly view the telephone number of the calling party allows for quicker call set-up.
ASL to Conversational English	Relay users with minimal English skills can communicate fully through Sprint. CAs translate to assist in clearer understanding. Alternately, CAs will follow instructions if the caller requests verbatim relay.
ASL to Conversational Spanish	Relay users with minimal Spanish skills can communicate fully through Sprint. CAs translate to assist in clearer understanding. Alternately, CAs will follow instructions if the caller requests verbatim relay.
Automated Call Routing	Virgin Islands Relay calls will be quickly and efficiently routed to the first available CA with the skills necessary to process the call.
Automated Number Identification (ANI)	Sprint's TRS platform automatically collects the user's incoming telephone number and uses that information in the quick processing of the call.
Automatic Connection Mode	Sprint's TRS platform automatically connects Relay users using their last known communication mode or permanently requested communication mode to speed up call processing.
Average Speed of Answer	Relay users are answered quickly as Sprint routinely exceeds the FCC minimum requirements related to speed of answer.
Background Noises	Sprint's Phoenix platform makes it easy for Relay Operators to select one of over 250 background descriptions to keep Virgin Islands Relay users fully aware of everything heard.
Beeper and Pager Access	Sprint provides support for beepers and TDD pagers.
Branding of Call Type – Temporary	Also known as a self-learning database, Sprint records the communication mode of each caller, based on the caller's telephone number. Callers can register a permanent call branding or dial a dedicated toll-free number to override these settings.
Branding of Call Type-Permanent	Sprint allows users to register a permanent communication mode.
CA Gender Identification	Sprint's system automatically sends a text greeting to the ASCII, TTY or IP user, which includes the gender of the CA.
CA Gender Request	Virgin Islands Relay users will be able to request the gender of the CA that they prefer to handle their calls on a per-call or permanent basis. Every effort will be made to fulfill this request.
CA Typing Speed	Sprint exceeds the minimum requirement of 60 words-per-minute. During a recent, internal oral-to-type internal typing test, Sprint Relay Operators typed an average of 83.9 wpm with over 95% accuracy.
CA 10-minute in-call replacement	Sprint strives to keep the same Relay Operator with each call unless a change is requested (e.g., with different gender, skill set, etc...) or the Relay Operator becomes aware of a conflict (e.g., knows the caller, end of shift, etc...)
Caller ID	Sprint provides true caller ID services which includes recognizing blocks from the calling party and providing the ten-digit number to the called party (if not blocked by the calling party).
Cellular/PCS Phone Access	Sprint's sophisticated platform instantly recognizes calls originating from cell phones and eliminates billing for long distance calls for these callers.

Choice of Gender	Sprint makes it easy for callers to request a specific gender using the Customer Profile or on a per-call basis.
Customer Database	Also known as the Customer Profile, Sprint provides a full list of preferences which are automatically pulled based on a customer's telephone number. In addition, Sprint allows multiple users per household and remote access.
Configuration of Access Numbers	Sprint has the ability to configure toll-free access numbers to be answered in the communication method desired by the State.
Courtesy Messages	Sprint can supply a courtesy message to callers in the rare cases that calls are not immediately answered.
Credit for Wrong Numbers (IMMEDIATE)	Relay users can get immediate credits for toll calls when the wrong numbers is reached. Unlike some other providers who make users wait for months to get a credit, Sprint's relay users never receive a bill.
Deaf-Blind Pacing	Sprint allows TRS customers to set transmission speeds anywhere from 15 wpm to 60 wpm and can be set on a per-call or per-line basis.
Delayed Call Announcer	Sprint allows the state to determine if it would rather TRS callers are greeted by a ringing or delayed call announcer in the rare case that calls are not answered within 30 seconds.
Dialed Number Verification	Sprint's platform sends a system-generated message to text callers to confirm the number and type of call being dialed (i.e., "DIALING LD CALL XXX-XXX-XXXX.")
Directory Assistance (Intrastate/Interstate)	Sprint offers access to both intrastate and interstate Directory Assistance. In addition, Sprint offers free intrastate DA.
Enhanced Modems	Sprint's modems contain auto-detection and are switchable.
Emergency Calling	Relay users can obtain emergency services (911) through Relay.
Error Correction	Sprint's error correction technology includes 615 automatically corrected words as well as a buffer technology which allows Relay Operators to correct mistakes while typing before the space bar is pressed.
Frequently Dialed Numbers	Relay users can set up "speed dial" lists through the Relay.
Gender ID	Sprint Relay Operators four-digit identification number and gender are automatically included in system-generated and Relay Operator-generated macros (i.e., pre-programmed phrases).
Hearing Carry Over (HCO)	Sprint provides HCO service which includes privacy options.
HCO-HCO	Sprint provides HCO-HCO service where the Relay Operator voices the conversation to both parties. As these call-types are rare, the Relay Operator can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay.
HCO Permanent Branding	Sprint provides a unique greeting for all HCO users, which can be customized based on the State's preference. Currently the greeting states: "VIRGIN ISLANDS RELAY 1234F MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?"
HCO with Privacy	HCO users can choose to keep their conversations more private by requesting that the CA not hear the voice caller speaking. The CA will only voice responses from the HCO user to the voice user.
HCO-TTY	Sprint provides HCO-TTY service where the Relay Operator voices the HCO conversation. As these call-types are rare, the Relay Operator can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay.
Inbound International	Sprint permits international callers to reach Sprint's International service from 605-224-1837. As this number is shared among all Sprint states, this number is not transferrable to a new provider.
Intelligent Call Router	Sprint upgraded its call routing in 2008. The new Intelligent Call Manager (ICM) can route calls to the first available Relay Operator or Customer Service Representative based on the skill set needed.
Intercept Messages	Sprint provides intercept messages in voice and TTY if a system failure occurs. In addition, Sprint provides delay announcements if the call is not answered in a timely manner.

Keeping User informed of Status	Significant automation is present within the CA call processing software to keep Relay users informed of call status.
Last Number Redial	Sprint's LNR solution does not require users to register a Customer Profile or redial within 24 hours to work. Sprint's LNR is available to all callers for at least a year.
LEC Calling Services	Sprint provides access to many LEC calling services including Caller ID, Caller Block, Speed-Dial and Directory Assistance.
Local/Extended Area Service	Relay users who subscribe to extended area service plans receive equivalent service through the Relay.
Machine Recording Capabilities	Sprint's Recording Technology allows Relay Operators to rewind and pause recordings in order to relay the full message. While some providers must wait while the system records the message and then begin typing, Sprint's sophisticated system allows for instant capture and relay, resulting in less delay. Sprint Relay Operators can also listen to the recording and check the "live" status of the call to monitor if a live person answers the recording.
Multi-user Customer Profile	Multiple customers from one phone number can register preferences using username and passwords.
Pay-Per-Call	Relay users can dial 900 calls via relay via a toll-free 900 number which observes LEC restrictions so that customers do not have to register blocks with the Relay.
Reverse 2-Line HCO	Sprint's 2-Line HCO users can also receive incoming calls.
Reverse 2-Line VCO	A VCO user receives a call from a voice user first then dials/connects the CA.
Roaming Service	Sprint allows the State to customize the types of calls it desires to allow and reimburse under the "Virgin Islands Relay" system (e.g., the State can restrict calls to require one caller to be located in the Virgin Islands).
Spanish-Language	In addition to supporting Spanish and Spanish-translation, Sprint also provides 24/7/365 Customer Service access to TRS users in Spanish.
Speech-Disabled Indicator	Sprint Relay Operators recognize an "s" as a speech-disabled indicator and also allow customers to register a Customer Profile with the appropriate branding.
Speech-to-Speech	Sprint allows only a specialized group of Relay Operators who meet stringent application, training and testing guidelines to process STS calls. Sprint provides STS services in English and Spanish.
Speech-to-Speech Busy Line Verification	STS users will be able to immediately confirm the STS CA dialed the right number if a busy signal is reached. The STS CA will repeat the number aloud to confirm.
Speech to Speech with Privacy	A STS user can speak directly to the CA without hearing the voice user's voice. The CA will simply re-voice the STS user's message.
Text protocols	Relay users can access Virgin Islands Relay using TTY (Baudot), ASCII, TurboCode™, or Enhanced Turbocode (Sprint is the exclusive provider of Enhanced Turbocode).
Text/Voice Transmission	Sprint's sophisticated workstations allow the Relay Operator to toggle between all available communication modes.
Transfer Gate Capabilities	Relay Operators have the ability to transfer calls when necessary (e.g., Customer Service, Spanish language, Speech-to-Speech, etc...)
TRS Customer Service	Relay users can reach TRS Customer Service, which is available 24 hours-a-day, 7 days-a-week to request information, or to offer commendations and submit complaints. The existing Customer Service numbers are Sprint national numbers and are not transferrable to a new provider.
TTY Operator Services (OSD)	Sprint provides a direct source for TTY users who wish to speak directly to a TTY Operator, rather than communicate via Relay. Calls between the OSD and TTY user are not billed to the State.
TTY to TTY (Call Release)	TTY users can use relay to call another TTY when a CA is necessary to set up the call.
Turbocode	Sprint's sophisticated platform supports Turbocode transmission. As garbling can sometimes occur with static on the line when using Turbocode, Relay Operators can also disable Turbocode, if needed on a per-call basis.
Two-Line VCO	Sprint implemented this service as a direct result of customer requests and was the first provider to offer this service.
Variable Time Stamp Macro	Sprint's system automatically notifies TTY users when a caller disconnects and the last relayed message.

Voice Carry Over	Sprint provides a full list of features and enhancements for VCO users.
VCO-HCO	Sprint provides VCO-HCO service where the two parties communicate directly to each other and the Relay Operator assists if communication breaks down. As these call-types are rare, the Relay Operator can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay.
VCO Permanent Branding	VCO users can elect to type or speak directly to the Relay Operator. This is especially helpful for VCO users whose VCO phone does not contain a keyboard.
VCO-TTY	Sprint provides VCO-TTY service where the Relay Operator types the VCO user's spoken message. As these call-types are rare, the Relay Operator can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay.
VCO-VCO	Sprint provides VCO-VCO service where the Relay Operator types each VCO user's message to the other party. As these call-types are rare, the Relay Operator can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay.
VCO w/Privacy (NO GA)	Sprint permits callers to conduct conversations in private. The Relay Operator only hears the portion of conversation which is required to be relayed.
Voice Call Progression	Sprint does place callers (voice, HCO) on hold when dialing a call, rather they can hear the call set-up including ringing or busy signals.
Voice Gender ID	Sprint provides a simple hot-key to inform callers of the gender of the caller, which speeds up the call.
7-1-1 Dialing	Sprint's 7-1-1 system has been thoroughly tested in cooperation with Local Exchange carriers, wireless providers,

Standard TRS Features and Benefits

In addition, Sprint offers many enhanced features that are not available through all Relay providers:

Product Feature	Competitive Differences and Benefits
Automatic Set-Up of Carry-Over Features	When a customer dials 711 with a branding preference, the customer is answered in that communication mode without CA intervention. For example a VCO user will be answered "VIRGIN ISLANDS RELAY 1234F VOICE (OR TYPE) NOW GA
Correctional Facility Fraud Protection	Sprint prevents fraud from correctional facilities which transmit the correct network signaling, enforcing collect calling for local calls, which is functionally equivalent to voice users.
Self-Learning Database	Sprint's intelligent platform learns each customer's communication preferences.
Shortened Macros and Abbreviations	Sprint has worked with the Department and Relay customers to shorten macros and develop a list of abbreviations to be used on all TRS calls. Customers who prefer to receive no abbreviations can request via their Customer Profile.
Speech-to-Speech Contact Information	STS Users can register multiple phone numbers and locations with time of day and day of week settings. Voice callers can request the STS user by simply providing the user's name.
Speech-to-Speech Email Call Set-Up	STS users can send an email to set-up their STS call. This is especially helpful for difficult or challenging calls.
Speech-to-Speech Customer Service	Sprint provides dedicated STS Customer Service (also known as a Training Line) to educate STS users on how to use STS and make calls easier based on user preferences. Sprint does not charge the State for any minutes associated with STS Customer Service.
Upfront Automation via E-Turbo	Sprint puts the power to choose automation in the customers' hands. If the customer elects to preprogram their TTY with preferences and the number to dial before reaching Virgin Islands Relay, Sprint CAs will use this information to place the call immediately.

APPENDIX B

CUSTOMER PROFILE FORM

That's what I'm talking about



Make & Receive
Calls Now



Register Today!

Update
My Account

Home Options How it Works FAQ's What's New Hamilton

Contact

State / 711 Relay : U.S. Virgin Islands : Customer Profile

English | [Español](#)

U.S. Virgin Islands Relay Service Customer Profile

Step 1: Customer Information

Your Phone Number:

Your First and Last Name:

Your Address:

City:

State:

Zip:

E-mail address:

Please include me on the U.S. Virgin Islands Relay mailing list.

Please include me on the Hamilton Relay mailing list.

Please indicate the best way to contact you:

Address Phone E-mail

Step 2: Password + PIN

To make sure that YOU are the only person who can make changes to your Profile, you should pick a "password" (secret word). Pick 4 to 10 letters and/or numbers. You also need to pick a "PIN" (secret number) to allow the CA to view your Profile when you make Internet Relay calls or when you use Remote Profile. Pick 4 numbers.

Note: Passwords and PINs are kept in STRICT confidentiality and are not seen by the CA. These are only used so the CA can see the users profile.

Password:

(Pick 4-10 letters and/or numbers.)

PIN:

U.S. Virgin Islands

- [How To Connect](#)
- [Customer Service](#)

- [Customer Profile](#)

- [Options](#)
- [How It Works](#)
- [FAQs](#)

(Please pick 4 numbers.)

Step 3: Making and Answering Relay Calls

This step does NOT apply if you are only making calls using Hamilton Internet Relay

Language Type: English
 Spanish

Making Relay Calls

Every time I call relay, I use...

- TTY
 Voice Carry Over(VCO)
 Choose one
 ASCII (Computer or TTY)
 Voice Phone
 Choose One
 Hearing Carry Over (HCO)
 2 Line HCO
 Speech to Speech
 2 Line VCO
 Choose one

If you live with a person who calls Relay differently than you, contact Customer Service.

Answering Relay Calls

Every time I answer a relay call, I use...

- TTY - (VCO users with a TTY answering machine should mark TTY)
 Voice Carry Over(VCO)
 Choose one
 ASCII (Computer or TTY)
 Voice Phone
 Hearing Carry Over (HCO)
 Speech to Speech
 Spanish

If you live with a person who answers Relay differently than you, skip this part.

Step 4: Long Distance Company

Select a Long Distance Carrier

If you leave this section blank, your bill will come from AT&T.

This step does NOT apply if you are only making calls using Hamilton Internet Relay

Step 5: For every Relay call I make, I want...

Check the service you want with every relay call you make. (Whatever you check will happen for all calls.)

- Translator:** Typed ASL to English and English to typed ASL.
 Slow Typing: Operator will type slowly
Preferred Typing Speed wpm (5 wpm up to 45 wpm)
 Spell Check: On Off

No Abbreviations: Check this if you do NOT want the CA to use abbreviations when typing your call.

Section 6: Speed Dialing

When using Speed Dialing through Hamilton Internet Relay, leave the "Number you are Calling" box blank.

Name you will ask for:	Phone Number:
<input type="text"/>	<input type="text"/>

Section 7: Greetings

You can customize how the CAs identify relay to the person you are calling if so desired:

I want CAs to say my first name to the people I call.

Name:

Example: "This is U.S. Virgin Islands Relay CA 4444 with a call from Bob. Have you received a relay call before?"

I want CAs to tell the people I call that I am

Deaf Hard of Hearing

Speech Disabled Deaf/Blind

Example: "This is U.S. Virgin Islands Relay CA 4444 with a call from someone who is deaf. Have you received a relay call before?"

(NE) Never explain how to use the relay to any person I call.

(NI) Never identify the relay to any person I call.

My Hello: CAs will always greet the people you call this way. (Type your greeting in the text box. No more than 50 letters, including spaces).

Example: Hi, Bob here, How are you?

Section 8: Restrictions

Select the types of calls that you do not want to be made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay. Please note long distance and directory assistance calls are free with Internet Relay.

- Long Distance Calls - free with Hamilton Internet Relay
- 900/976 Calls
- International Calls
- Directory Assistance Calls (for help in finding a person's telephone number) - free with Hamilton Internet Relay
- Operator Assistance Calls (for help in making collect, calling card, and other kinds of calls)

You're Finished!

Thank you for completing your U.S. Virgin Islands Relay Customer Profile. If you have any questions about your Profile, please contact Customer Service. To print a copy of this form for your records, go to the File menu of your browser and select print before hitting the submit button.

If you are satisfied with your Profile, hit Submit.

If you want to start over, hit Reset.



Internet Relay | CapTel / Captioned Telephone | State Relay / 711 Relay Services | Company Information | Follow us on Twitter | Find us on Facebook | Subscribe
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My STS Profile

For more information: www.sprintsts.com

Access *My STS Profile** to decide how your calls are handled and update your preferences as needed.

Questions or need help with your customer profile, contact *My Support*:

Phone: 1-877-787-1989

Email: Sprint.TRSCustServ@sprint.com

* All customer information is confidential and secure.

My Personal Informaton:

Last Name First Name

Area Code & Phone Number Ext. Number

Street Address (No P.O. Box)

City State Zip

Email

My Name:

Username Password

My Place: What is your time zone? (e.g., EST, CST, MST & PST)

Location #1: (e.g., home) Phone Number

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Time: From am / pm until am / pm

Location #2: (e.g., office) Phone Number

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Time: From am / pm until am / pm

Location #3: (e.g., cell) Phone Number

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Time: From am / pm until am / pm

My Preferences:

My Operator Preference Female Male No Preference

My Language English Spanish

My Style: Repeat everything Repeat when unclear

My Phone Book (Speed Dial for Non-Emergency Calls): *Note: Limit 30 characters per name*

	Name	Area Code & Phone Number
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

My Emergency Contacts: *Note: Limit 30 characters per name*

	Name	Area Code & Phone Number
1		
2		
3		
4		
5		

My Long Distance Choice:

Local Toll	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> Verizon	<input type="checkbox"/> Other: <input type="text"/>
In-State LD	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> Verizon	<input type="checkbox"/> Other: <input type="text"/>
State-to-State LD	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> Verizon	<input type="checkbox"/> Other: <input type="text"/>
International Calls	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> Verizon	<input type="checkbox"/> Other: <input type="text"/>

My Preferred Billing:

select one

<input type="checkbox"/> Credit Cards *	<input type="checkbox"/> Paid by Inbound	<input type="checkbox"/> Other Long Distance CallingCard *
<input type="checkbox"/> Collect	<input type="checkbox"/> Third Party	<input type="checkbox"/> Third Party - In State
<input type="checkbox"/> FON Card *	<input type="checkbox"/> LEC Calling Card *	<input type="checkbox"/> LEC Card - In State *

* If one of your preferred billing options selected above, it is required to provide your information below:

Number Exp. Date: Month Year

My Blocks:

select one

<input type="checkbox"/> No Long Distance Calls	<input type="checkbox"/> No 800 Number	<input type="checkbox"/> No Marine Calls	<input type="checkbox"/> No Operator Assistance
<input type="checkbox"/> No International Calls	<input type="checkbox"/> No 900 Number	<input type="checkbox"/> No 976 Number	<input type="checkbox"/> No Directory Assistance

My Blocked Numbers: *Note: Limit 30 characters per name*

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>

My Notes:

Note: Limit 60 characters per note.

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>

My Saved Messages:

My Saved Messages are temporary messages that can be saved up for 24 hours.
Please call My Support at 1-877-787-1989 for more information.

My Security Question: **We do not share your information with other parties.*

What city were you born in? Answer:

When completed, please return to: Sprint TRS Customer Service
P.O. Box 29230 – MOINDA0101
Shawnee Mission, KS 66201-9230
or Fax at 877-877-3291

Questions or need help with your customer profile, contact My Support:
Phone: 1-877-787-1989
Email: Sprint.TRSCustServ@sprint.com



Sprint Relay Customer Profile

For more information: www.mysprintrelay.com



The Customer Profile form allows you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

Sprint TRS Customer Service
P.O. Box 29230 – MOINDA0101
Shawnee Mission, KS 66201-9230
or Fax at 877-877-3291

If you have questions or need assistance, contact Sprint Relay Customer Service:

Phone: 1-800-676-3777 Voice/TTY
1-800-676-4290 Spanish
Email: Sprint.TRSCustServ@sprint.com

Your Personal Information:

Last Name	<input type="text"/>		
First Name	<input type="text"/>	Middle Initial	<input type="text"/>
Area Code & Phone Number	<input type="text"/>	Ext. Number	<input type="text"/>
Street Address (No P.O. Box)	<input type="text"/>		
City	<input type="text"/>	State	<input type="text"/>
		Zip	<input type="text"/>
Email	<input type="text"/>		

Your Contact Numbers (For Sprint IP or Federal IP users only)

Area Code & Telephone Number

If you want to register to get your new 10-digit phone number, go to www.mysprintrelay.com/login

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):

Note: Limit 30 characters per name

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

If you need to add more information, go to the **Additional Information** section on the page 3.

Emergency Numbers (Speed Dial for Emergency Calls Only):

Note: Limit 30 characters per name

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

If you need to add more information, go to the **Additional Information** section on the page 3.

Your Preferences:

Gender Preference Female Male No Preference

Answer Type TTY ASCII 300 Baud Voice Carry Over Speech-to-Speech
 Voice ASCII 1200 Baud Hearing Carry Over Blind/Deaf TTY
 Turbo Code ASCII 2400 Baud 2-Line VCO Blind/Deaf ASCII

Language English Spanish

Announce Relay No

Explain Relay No

Background Noises No

Tone of Voice No

Type Recordings No

Long Hold Times No

Caller ID No

Type Slow No

Your Carrier of Choice:

Local Toll Sprint AT&T Verizon Other:

In-State LD Sprint AT&T Verizon Other:

State-to-State LD Sprint AT&T Verizon Other:

International Calls Sprint AT&T Verizon Other:

Preferred Billing Options:

select one

Credit Cards * Paid by Inbound Other Long Distance CallingCard *

Collect Third Party Third Party - In State

FON Card * LEC Calling Card * LEC Card - In State

** If one of your preferred billing options selected above, it is required to provide your information below:*

Number: Exp. Date: Month Year

Outdial Restrictions:

select one

No Long Distance Calls No 800 Number No Marine Calls No Operator Assistance

No International Calls No 900 Number No 976 Number No Directory Assistance

Blocked Outbound Numbers: *Note: Limit 350 characters per name*

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

If you need to add more information, go to the Additional Information section on the page 3.

Your Notes:

Note: Limit 60 characters per note.

1	<input style="width: 980px; height: 20px;" type="text"/>
2	<input style="width: 980px; height: 20px;" type="text"/>
3	<input style="width: 980px; height: 20px;" type="text"/>
4	<input style="width: 980px; height: 20px;" type="text"/>
5	<input style="width: 980px; height: 20px;" type="text"/>

If you need to add more information, go to the **Additional Information** section below.

Important Information for Speech-to-Speech:

Sprint Relay offers unique Customer Profile specifically designated for Speech-to-Speech (STS) users. With Sprint's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

Go to www.mysprintrelay.com/info. After you enter your username and password, go to the menu list and click either **STS Contacts** or **STS Messages**.

The STS Messages screen allows STS users to prepare a temporary short message before the Relay Operator dials the number. When requested, the Relay Operator can retain this message in the STS user's profile for up to 24 hours. This is especially helpful when the line is busy and the STS user does not have to repeat the information on a call.

Additional Information: Note: Limit 60 characters per name or note

<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note	<input style="width: 980px; height: 20px;" type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note	<input style="width: 980px; height: 20px;" type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note	<input style="width: 980px; height: 20px;" type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note	<input style="width: 980px; height: 20px;" type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note	<input style="width: 980px; height: 20px;" type="text"/>		

Security Question: *We do not share your information with other parties.

What city were you born in? Answer:

When completed, please return to:

Sprint TRS Customer Service
P.O. Box 29230 – MOINDA0101
Shawnee Mission, KS 66201-9230
or Fax at 877-877-3291

If you have questions or need assistance, contact Sprint Relay Customer Service:

Phone: 1-800-676-3777 Voice/TTY
1-800-676-4290 Spanish
Email: Sprint.TRSCustServ@sprint.com

APPENDIX C

SPANISH ACCESS

From: Beth Slough <Beth.slough@hamiltonrelay.com>
Sent: Thursday, August 02, 2012 3:02 PM
To: Beth Slough
Subject: New Technical Solution Allows STS and Spanish Access from 711

Hamilton Relay Administrators,

At our Administrators meeting in November, we shared with you that we have been working on some new features for TRS. We are happy to share with you that today we implemented a new technical solution that allows direct access to Speech to Speech and Spanish (including Spanish STS) relay services when dialing 711. This means that customers who are profiled for these specific services are now automatically answered by a STS or Spanish CA even when they dial 711.

All customers who have already indicated STS or Spanish as their preferred connect mode are now automatically routed – there is no further action needed. As new customers complete profiles and establish an STS or Spanish connect mode, they will automatically be routed as well.

The new routing feature also facilitates routing based on preferred CA gender. If a customer has indicated in his or profile that a specific gender of CA is preferred, they will now automatically be answered by a CA of that gender if one is available. If the preferred gender is not available, the call will still be answered and processed. All customers who have already indicated a preferred CA gender are now automatically routed.

We are committed to continually bring more options to our customers and see this new solution as an example of our commitment.

Please let us know if you have any questions.

Thanks,
Beth

CONFIDENTIALITY NOTE:

This email and any attachments are confidential and may be protected by legal privilege. If you have received this email in error, please immediately notify the sender by return email and delete all copies of this email.

APPENDIX D

CONSUMER COMPLAINT LOGS



July 25, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th 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,

Innovative Telephone respectfully submits this letter in place of a TRS Consumer Complaint Log Summary and certifies that there were zero (0) complaints alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service for the twelve-month period ending May 31, 2008. 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.

Please feel free to contact myself at 340-715-8349 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, appearing to read "M. Breton", written over a horizontal line.

Mickey Breton
Director, Business Offices

Cc: Diane Mason

Innovative Telephone
P. O. Box 6100
St. Thomas, VI 00804
Tel: (340) 715-8300 / Fax: (340) 774-8576



INNOVATIVE

Telephone

August 22, 2009

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, 2008 through May 31, 2009
CG DOCKET NO. 03-123
DA NO. 09-1318

Dear Ms. Dortch,

Innovative Telephone respectfully submits this letter in place of a TRS Consumer Complaint Log Summary and certifies that there were no complaints alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service for the twelve-month period ending May 31, 2009. 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:

- 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

Innovative Telephone
P. O. Box 6100
St. Thomas, VI 00804
Tel: (340) 715-8300 / Fax: (340) 774-8576



June 29, 2010

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, 2009 through May 31, 2010
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:

- 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

Innovative Telephone
P. O. Box 6100
St. Thomas, VI 00804
Tel: (340) 715-8300 / Fax: (340) 774-8576

- 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

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.

Innovative Telephone has received a total of 42 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2009 through May 31, 2010.

Of 42 total complaints in the Virgin Islands, majority of them 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 me at 340-715-8341 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Mickey Breton
VP, Customer Operations

Innovative Telephone
P. O. Box 6100
St. Thomas, VI 00804
Tel: (340) 715-8300 / Fax: (340) 774-8576

Virgin Islands 2010 FCC Complaint Report

6/1/09 to 5/31/10

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer stated they are receiving garble and several misspelled words through the relay.

*Inquire Date 12/11/2009
Record ID 20503
Call Taken By At the Workstation
CA Number 5200
Responded By Tauna
Response Date 12/11/2009
Resolution Date 12/22/2009*

Supervisor apologized and stated that there were no typing errors displaying on the workstation screen. Supervisor offered suggestions to clear garble. Customer was satisfied.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer stated they receive garbled when the relay leaves a message on their TTY answering machine. Customer stated that it appears that the CA has several misspelled words also.

*Inquire Date 1/6/2010
Record ID 20633
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/8/2010
Resolution Date 1/8/2010*

Customer Service apologized and forwarded information to the technical department. The technical department discovered the CA number and that the Originator disconnected before leaving a message. Customer has forwarded a copy of their TTY tape and it appears that they are having possible issues with their TTY. Customer Service placed test calls, which the customer stated they received misspelled words. The TTY tape at Customer Service reflected no errors. Customer Service suggested that the customer may need to have their current equipment calibrated. Customer understood.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer stated that after speaking with several friends and family that call often through the relay, that some of the CAs are not typing verbatim.

*Inquire Date 1/22/2010
Record ID 20667
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/25/2010
Resolution Date 1/25/2010*

Customer Service apologized and stated that during a call, the customer can request a Supervisor or different CA if they feel the call is not being handled well. Customer Service stated without call information, the relay could not counsel specific CAs, but that all CAs would be reminded to follow proper procedures and relay verbatim. Customer understood.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer complained of typing errors and garble during their call, making the conversation difficult to understand.

*Inquire Date 2/1/2010
Record ID 20757
Call Taken By Supervisor
CA Number 5216
Responded By Tauna
Response Date 2/1/2010
Resolution Date 2/1/2010*

Supervisor apologized and stated CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 64 WPM with 96% accuracy.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated that the CA typed a word incorrectly during her call and it changed the context of the conversation.

*Inquire Date 2/19/2010
Record ID 20881
Call Taken By Lead CA
CA Number 9048
Responded By Amanda
Response Date 2/19/2010
Resolution Date 2/22/2010*

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was notified.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated CA did not type verbatim.

*Inquire Date 2/20/2010
Record ID 20875
Call Taken By Lead CA
CA Number 4139
Responded By Amanada
Response Date 2/20/2010
Resolution Date 2/20/2010*

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was notified.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated they continue to have issues with CAs not typing the correct information. Customer stated the CA typed an incorrect name when leaving a message on her answering machine.

*Inquire Date 2/26/2010
Record ID 20891
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/26/2010
Resolution Date 5/31/10*

Assistant Operations Manager apologized and explained that they had assisted the CA with the call. Assistant Operations Manager explained that the CA did not type the name correctly and suggested placing test calls with the customer to diagnose the issue. Customer stated they would call back to do test calls. Test calls have not been conducted at this time. Although there has been further contact with the customer, they have refused to do test calls.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated the CA typed incorrect words during the conversation.

*Inquire Date 4/21/2010
Record ID 21254
Call Taken By Customer Service
CA Number 3088
Responded By Tina
Response Date 4/21/2010
Resolution Date 4/21/2010*

Customer Service apologized and stated that the CA would be counseled. CA was counseled and a letter of confirmation was sent to the customer. Customer was satisfied.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 4/24/2010
Record ID 21255
Call Taken By Supervisor
CA Number 4164
Responded By Heather
Response Date 4/24/2010
Resolution Date 4/26/10***

Customer stated that the CA did not handle her call properly and misrepresented what her mother said during the course of a call.

Supervisor apologized to the customer and stated the CA would be counseled. CA was counseled and letter of confirmation was sent to the customer. Customer was satisfied.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 4/25/2010
Record ID 21257
Call Taken By Lead CA
CA Number 4194
Responded By Chuck
Response Date 4/25/2010
Resolution Date 4/26/10***

Customer stated that the CA did not type their CA number at the end of the call and also was adding text to the conversation that was not voiced by the person they were calling.

Lead CA stated the CA would be counseled and confirmation would be mailed to the customer. CA was counseled and letter was sent. Customer was satisfied.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 5/3/2010
Record ID 21359
Call Taken By Customer Service
CA Number 9091, 6255 & 6259
Responded By Tina
Response Date 5/3/2010
Resolution 5/3/2010***

Customer stated that they can not understand what the CAs are typing. Customer stated the CAs are changing the conversation. Customer requested a Supervisor to take over one of the calls and she discovered at the end of the call that the CA was still handling the call.

Customer Service apologized and stated the CAs and Supervisor would be counseled. CAs and Supervisor were counseled and customer was satisfied.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 5/10/2010
Record ID 21363
Call Taken By Lead CA
CA Number 9093
Responded By Candance
Response Date 5/10/2010
Resolution 5/11/2010***

Customer stated that the CA did not type verbatim during a call, which caused her to receive incorrect information. Customer stated that they requested a different CA, but it took too long, so they disconnected.

Lead CA apologized and stated that the CA would be counseled. Lead CA explained that depending on availability of CAs, it may take a while to replace the original CA. Lead CA further explained that the CA should keep the user informed. CA was counseled and customer was satisfied.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

*Inquire Date 5/10/2010
Record ID 21362
Call Taken By Lead CA
CA Number 9093
Responded By Candance
Response Date 5/10/2010
Resolution 5/11/2010*

Customer stated that the CA did not type verbatim during a call, which caused her to receive incorrect information.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

*Inquire Date 5/10/2010
Record ID 21361
Call Taken By Lead CA
CA Number 9141
Responded By Candance
Response Date 5/10/2010
Resolution 5/11/2010*

Customer stated that the CA did not type verbatim during a call, which caused her to receive incorrect information.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA Did not Keep User
Informed***

*Inquire Date 1/24/2010
Record ID 20666
Call Taken By Supervisor
CA Number 1000's & 5202
Responded By Heidi
Response Date 1/25/2010
Resolution Date 1/25/2010*

Customer stated that the first CA had poor typing, so the customer requested a new CA during the call. Customer stated it took five minutes to receive a new CA on the line and they did not identify properly. Customer stated they had to ask the second CA for their identification number several times.

Supervisor apologized and stated that CA's would be counseled. CAs were counseled and customer was satisfied. The first CA's last typing score was 60 WPM with 95% accuracy.

***Service Complaints--CA Did not Keep User
Informed***

*Inquire Date 2/13/2010
Record ID 20879
Call Taken By Supervisor
CA Number 9091
Responded By Candance
Response Date 2/13/2010
Resolution Date 2/19/2010*

Customer stated that CA did not keep the voice party informed of what was happening on the call. Customer requested a letter of resolution.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer understood. A letter was mailed to the customer as follow up.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 2/14/2010
Record ID 20877
Call Taken By Supervisor
CA Number 9046
Responded By Candance
Response Date 2/15/2010
Resolution Date 2/15/2010*

Customer stated that the CA connected them by voice, even though they are a VCO user. Customer also stated that the CA did not keep them informed when the Supervisor was being called to the workstation.

Supervisor apologized and explained that the CA was unable to hear the customer and changed the connect mode to attempt a clearer connection. Supervisor stated the CA would be counseled in regards to keeping the user informed. CA was counseled and customer understood.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 2/21/2010
Record ID 20880
Call Taken By Lead CA
CA Number 9005
Responded By Meggan
Response Date 2/21/2010
Resolution Date 3/15/2010*

Customer stated that the CA did not keep her informed of what was happening on the call and did not inform the CA when a Supervisor was called to the workstation. Customer requested a letter of resolution.

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer understood. A letter was mailed to the customer as a follow up.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 2/22/2010
Record ID 20888
Call Taken By Supervisor
CA Number 9054,
9007,9021,9045,9048,9115,9005
Responded By Brenda
Response Date 2/24/2010
Resolution Date 3/15/2010*

Customer had multiple issues with several CAs. Customer stated that CAs are not typing the correct words and are not allowing customers to leave her a message on the TTY answering machine. Customer stated that CAs are not keeping her informed of when they call for a Supervisor. Customer requested a letter of resolution.

Supervisor apologized and stated that these concerns would be reported to the Assistant Operations Manager and the relay would write a letter to the customer in response to these issues. Customer understood and a letter was sent.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 4/10/2010
Record ID 21124
Call Taken By Lead CA
CA Number 9044
Responded By Chuck
Response Date 4/12/2010
Resolution Date 4/12/2010*

Customer stated the CA did not keep them informed during their call.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer and letter of confirmation was sent to the customer. Customer was satisfied.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 5/30/2010
Record ID 21368
Call Taken By Lead CA
CA Number 4190
Responded By Nicke
Response Date 5/30/2010
Resolution 5/30/2010*

Customer stated that CA did not provide the "go ahead" and was on a call for five minutes without any indication that they were hanging up. Customer stated that they then received a SK and the call disconnected.

Lead CA apologized and forwarded information to the technical department. The technical department discovered that the originating party's line disconnected. Call was disconnected according to procedure.

Service Complaints--CA Did not Keep User Informed

*Inquire Date 5/31/2010
Record ID 21358
Call Taken By Supervisor
CA Number 4187
Responded By Jody
Response Date 6/1/2010
Resolution 6/1/2010*

Customer stated they do not like the long pauses in the CA's identification to her or her callers and that all CAs should take a sensitivity training class in regards to the Deaf and Hard of Hearing.

Supervisor apologized and explained why there could be a pause at the beginning of the conversation and stated that the CA would be counseled. Supervisor explained that the customer may experience a pause while a correct connection is being made or when the CA explains relay to the other party, but should always keep the user informed. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

*Inquire Date 10/25/2009
Record ID 20339
Call Taken By Supervisor
CA Number 5407
Responded By Heidi
Response Date 10/26/2009
Resolution Date 10/29/2009*

Customer stated that on the last few calls, the CA disconnected her call in the middle of the conversation. Customer stated that they have requested a Supervisor, who has explained that TTY to TTY calls are not allowed.

Supervisor apologized and stated information would be forwarded to technical. The technical department discovered the call originated as a VCO to TTY, but a change was made that set the call to TTY to TTY. CA and Supervisor were counseled on correct set up procedures of VCO to TTY calls. Customer understood.

Service Complaints--CA Hung Up on Caller

*Inquire Date 12/29/2009
Record ID 20544
Call Taken By Supervisor
CA Number
Responded By Karen
Response Date 12/30/2009
Resolution Date 2/1/2010*

Customer stated the CA processing her call typed "person hung up." Customer had the CA redial the terminating party and customer asked the terminating party if they hung up. Terminating party stated they did not hang up on the caller. During the conversation, the CA again typed "person hung up".

Supervisor forwarded information to the technical department. The technical department discovered that the terminating party's line disconnected. Customer was notified.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 11/11/2009
Record ID 20407
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/11/2009
Resolution Date 11/11/2009

Customer stated that she does not get any messages from customers who are calling her through the relay. Customer stated that they are being told to call her back directly. Customer is also still experiencing with garble on her TTY.

Customer Service apologized and discovered the customer has a voice announcer before the auto answering machine message comes on. Customer Service stated that CA's would be counseled and given a refresher training on how to handle leaving a message for the customer. Customer Service also explained to customer how to clear the turbo code garble on their TTY. Customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 1/24/2010
Record ID 20668
Call Taken By Lead CA
CA Number
Responded By Carey
Response Date 1/25/2010
Resolution Date 1/25/2010

Customer stated that the CA did not allow a voice party that had called her, to leave a message on the TTY answering machine.

Lead CA apologized and forwarded information to the technical department to retrieve the CA number. CA was counseled and customer was notified. Customer Service has offered to place test calls, but customer stated that they are aware the greeting is no longer accessible, but does not wish to fix it at this time.

Service Complaints--Miscellaneous

Inquire Date 11/16/2009
Record ID 20408
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/16/2009
Resolution Date 11/16/2009

Customer stated they are still unable to receive messages from their client's that call through the relay.

Customer Service apologized and offered to do a test call and leave a message for the customer. Customer Service was able to leave a message for the customer. Customer was satisfied.

Service Complaints--Miscellaneous

Inquire Date 1/27/2010
Record ID 20673
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/27/2010
Resolution Date 1/27/2010

Customer stated CA typed on their answering machine, "hello are you there" twice and then voiced to the originating party that the customer had hung up. Customer stated that her daughter was still on the line and wished to leave a message.

Customer Service explained that since the CA was unaware they had reached an answering machine the CA was typing to receive a response from the customer. When no response was received the CA informed the daughter that the terminating party had disconnected, per procedure. Customer understood.

Service Complaints--Miscellaneous

Customer stated that the CAs are not allowing people that call her to leave a message on her answering machine so she would like to add a note to her profile that even if they do not receive a response to leave a message.

Inquire Date 1/30/2010
Record ID 20684
Call Taken By Supervisor
CA Number
Responded By Chuck
Response Date 2/2/2010
Resolution Date 2/4/2010

Supervisor apologized and forwarded the information to the technical department. Profile was updated and customer was notified. Customer Service explained to the customer that it is difficult without a greeting to ascertain when they are able to leave a message. Customer understood.

Service Complaints--Miscellaneous

Customer stated that they are concerned with the quality of service that they have been receiving from the relay.

Inquire Date 2/1/2010
Record ID 20754
Call Taken By Supervisor
CA Number
Responded By Tauna
Response Date 2/5/2010
Resolution Date 2/5/2010

Supervisor apologized and stated that a written copy of the issues that she had previously reported would be mailed to the customer, with their resolutions. Customer was satisfied and a letter of resolution was mailed.

Service Complaints--Miscellaneous

Customer stated that during the processing of her call, another CA took over the call, but did not identify themselves. Customer stated there was a long enough delay the voice party missed conversation.

Inquire Date 2/1/2010
Record ID 20756
Call Taken By Supervisor
CA Number
Responded By Tauna
Response Date 2/1/2010
Resolution Date 2/1/2010

Supervisor apologized and attempted to acquire call information, but the customer did not provide the information. Supervisor explained that without the information, they would not be able to counsel the CA. Customer understood.

Service Complaints--Miscellaneous

Customer stated they are concerned with the quality of service they have been receiving through the relay. Customer requested a letter of resolution of the issues.

Inquire Date 2/4/2010
Record ID 20742
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/4/2010
Resolution Date 2/4/2010

Customer Service apologized and assured the customer that the relay management were aware of the issues and working on correcting the issues. Customer Service also assured the customer that the CAs mentioned previously had all been counseled. Customer understood and a letter was mailed.

Service Complaints--Miscellaneous

Customer stated that the CA did not handle their call properly. Customer had to request CA to repeat information several times during the call.

Inquire Date 4/19/2010
Record ID 21179
Call Taken By Lead CA
CA Number 5178
Responded By Shane
Response Date 4/19/2010
Resolution Date 4/26/10

Lead CA apologized and stated the CA would be counseled. CA was counseled and letter of confirmation was sent to the customer. Customer was satisfied.

Service Complaints--Miscellaneous

Customer requested that the CAs no longer call for a Supervisor unless one is requested on the call.

Inquire Date 4/29/2010
Record ID 21258
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 5/3/2010
Resolution Date 5/3/2010

Customer Service updated the customer's profile to reflect the customer's profile to reflect the request. Customer was appreciative.

Service Complaints--Miscellaneous

Customer stated that she has been having some difficulties with the way her calls are being processed and inquired about if 2LVCO would be a better service.

Inquire Date 5/31/2010
Record ID 21357
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/31/2010
Resolution 6/8/2010

Supervisor apologized for the difficulties and forwarded information concerning 2LVCO to the customer. Customer was satisfied.

Technical Complaints--Busy Signal/Blockage

Customer stated that she is unable to receive calls, as each time someone calls her they receive a busy signal.

Inquire Date 9/1/2009
Record ID 20029
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 9/2/2009
Resolution Date 9/14/2009

Supervisor explained why a person calling her would receive the busy signal and directed customer to their local provider to check their phone lines. Customer Service has attempted to contact the customer to check on the line and the discovered that the line is still busy.

**Technical Complaints--Busy
Signal/Blockage**

Customer stated that when hanging up following a call, everyone that attempts to call her gets a busy signal.

*Inquire Date 9/11/2009
Record ID 20112
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 9/14/2009
Resolution Date 9/14/2009*

Supervisor explained how to hang up the TTY device correctly and offered to place a test call, which the customer refused. Customer was satisfied.

**Technical Complaints--Busy
Signal/Blockage**

Customer stated they were unable to get connected to the relay to place a call.

*Inquire Date 2/2/2010
Record ID 20741
Call Taken By Lead CA
CA Number
Responded By Chuck
Response Date 2/2/2010
Resolution Date 2/2/2010*

Lead CA apologized and explained that the relay had been experiencing a high volume of calls at that time. Lead CA suggested that they try their call again. Customer understood. Calls were answered at 100% within 10 seconds for the day.

Technical Complaints--Miscellaneous

Customer requested to be forwarded to Customer Service, in order to speak directly to Customer Service.

*Inquire Date 9/29/2009
Record ID 20186
Call Taken By Supervisor
CA Number 6518
Responded By Lori
Response Date 9/29/2009
Resolution Date 9/29/2009*

Supervisor explained that the connect mode would be changed from VCO to TTY, so the customer could use TTY to TTY directly. Once the connection was made, the CA would disconnect from the call. Customer Service never received a response from the customer. Customer Service had no call information in order to contact the customer. There has been no further response at this time.

Technical Complaints--Miscellaneous

Customer stated that the CA did not identify at the beginning of a call and refused to give their CA number. Customer stated that the CA did not keep her informed of the progress of her call.

*Inquire Date 1/20/2010
Record ID 20665
Call Taken By Customer Service Rep
CA Number 5116
Responded By Tina
Response Date 1/22/2010
Resolution Date 1/22/2010*

Customer Service apologized and stated that that the CA would be counseled. CA was counseled and customer was satisfied.

Technical Complaints--Miscellaneous

Customer stated that whenever they process a call through the relay and state that they wish to not place any additional calls, the CA dials back to their number.

Inquire Date 4/14/2010

Record ID 21125

Call Taken By Lead CA

CA Number

Responded By Candance

Response Date 4/16/2010

Resolution Date 4/16/10

Lead CA apologized and forwarded information to the technical department. The technical department discovered that the customer is not disconnecting correctly and is still connected to the relay, when they believe they are hanging up. Customer was notified.

Technical Complaints--Miscellaneous

Inquire Date 5/10/2010

Record ID 21360

Call Taken By Lead CA

CA Number

Responded By Tina

Response Date 5/11/2010

Resolution 5/11/2010

Customer stated that after she disconnects from the CA and hangs up she receives a call back from the relay. CA always ask if she is still there and inquire if the customer would like to make another call. Customer stated that this always happens after she has ended the call and told the CA good bye also

Lead CA explained that the line has not disconnected and the CA is still on the line. A note was added to the profile to call for a Supervisor and disconnect before the line rings back after the customer has indicated to the CA that they are finished. Profile was updated and customer was satisfied.

Your submission has been accepted

ECFS Filing Receipt - Confirmation number: 2011620272018	
Proceeding	
Name	Subject
03-123	Telecommunication Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities.
Contact Info	
Name of Filer: Mickey Breton	
Email Address: Mickey.Breton@innovativevi.net	
Attorney/Author Name: Mickey Breton	
Address	
Address For: Author	
Address Line 1: 4611 Tutu Park Mall	
Address Line 2: Suite 200	
City: St. Thomas	
State: VIRGIN ISLANDS	
Zip: 00802	
Details	
Type of Filing: SUBMISSION OF REPORT	
Document(s)	
File Name	Custom Description Size
Virgin Islands - TRS Consumer Complaint	385
Log - Year Ended 5-31-2011.pdf	KB
Disclaimer	
<p>This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus, or automated links to other documents.</p> <p>Filings are generally processed and made available for online viewing within one business day of receipt. You may use the link below to check on the status of your filing:</p> <p>http://fjallfoss.fcc.gov/ecfs/comment/confirm?confirmation=2011620272018</p> <p>For any problems please contact the Help Desk at 202-418-0193.</p>	



June 20, 2011

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, 2010 through May 31, 2011
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 Islands Telecommunications Relay Services. Virgin Islands' 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
- 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

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 with the exception of two equal access complaints in which the carrier involved is still working to become a carrier through relay.

Innovative Telephone has received a total of 33 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2010 through May 31, 2011.

Of 33 total complaints in the Virgin Islands, 31 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 me at 340-715-8341 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Mickey Breton
VP, Customer Operations

Virgin Islands 2011 FCC Complaint Report

6/1/10 to 5/31/11

CapTel--Complaints

Customer requested correspondence explaining why CapTel was not available in the Virgin Islands.

Inquire Date 4/12/2011

Record ID 24786

Call Taken By Customer Service Mgr

CA Number

Responded By Diane

Response Date 4/12/2011

Resolution 5/9/2011

Customer Service Manager forwarded request to CapTel Customer Service. CapTel Customer Service has sent correspondence to the customer explaining the unavailability of the service in the area. Hamilton has continued to work with CapTel and it has been determined that service may be provided to the customer.

Service Complaints--CA Accuracy/Spelling/Verbatim

Customer stated the CA did not type verbatim and requested the number to dial several times.

Inquire Date 6/11/2010

Record ID 21480

Call Taken By Lead CA

CA Number 1412

Responded By Lori

Response Date 6/14/2010

Resolution 6/14/2010

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Accuracy/Spelling/Verbatim

Customer stated that the CA did not type verbatim, which caused confusion during the call. Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Inquire Date 6/14/2010

Record ID 21485

Call Taken By Lead CA

CA Number 4010

Responded By Shane

Response Date 6/15/2010

Resolution 6/15/2010

Service Complaints--CA Accuracy/Spelling/Verbatim

Customer stated that the CA did not relay verbatim during their call.

Inquire Date 7/31/2010

Record ID 21685

Call Taken By Supervisor

CA Number 9090

Responded By Heidi

Response Date 7/31/2010

Resolution 8/3/2010

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was notified.

Service Complaints--CA Accuracy/Spelling/Verbatim

Customer stated that the CA did not type verbatim. Customer stated that the Supervisor did not understand her request.

***Inquire Date 8/9/2010
Record ID 21719
Call Taken By Lead CA
CA Number 9081
Responded By Miranda
Response Date 8/11/2010
Resolution 8/11/2010***

Lead CA apologized and stated that CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA did not keep them informed during a relay call.

***Inquire Date 6/24/2010
Record ID 21496
Call Taken By Supervisor
CA Number 3011
Responded By Brenda
Response Date 6/24/2010
Resolution 6/24/2010***

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated the CA did not type out the recording that was reached when the CA misdialed the number.

***Inquire Date 12/31/2010
Record ID 22621
Call Taken By Supervisor
CA Number 3008
Responded By Jody
Response Date 12/31/2010
Resolution 12/31/2010***

Supervisor apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated that CA did not keep them informed during their call.

***Inquire Date 1/28/2011
Record ID 22870
Call Taken By Customer Service
CA Number 4012
Responded By Tina
Response Date 1/28/2011
Resolution 1/28/2011***

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. Refresher training will be implemented for all CAs.

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

**Inquire Date 8/24/2010
Record ID 21766
Call Taken By Lead CA
CA Number 6533
Responded By Ella
Response Date 8/25/2010
Resolution 8/25/2010**

Customer stated the CA disconnected her call.

Lead CA forwarded information to the technical department. The technical department discovered that customer's line disconnected. Customer was notified.

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

**Inquire Date 10/6/2010
Record ID 21997
Call Taken By Supervisor
CA Number 3095
Responded By Brenda
Response Date 10/6/2010
Resolution 10/7/2010**

Customer stated the CA disconnected them in the middle of a call.

Supervisor forwarded information to the technical department. The technical department discovered the call was processed properly. Customer was notified.

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

**Inquire Date 3/9/2011
Record ID 24327
Call Taken By Customer Service
CA Number 3013
Responded By Tina
Response Date 3/9/2011
Resolution 3/15/2011**

Customer stated that the CA did not process their call correctly and disconnected them before a call was placed.

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the call had been disconnected due to no response from the customer. Customer was notified.

Service Complaints--CA Typing

**Inquire Date 8/15/2010
Record ID 21734
Call Taken By Lead CA
CA Number 4178
Responded By Miranda
Response Date 8/16/2010
Resolution 8/16/2010**

Customer stated the CA's typing was poor and made the call difficult to understand.

Lead CA apologized and stated CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 67 WPM with 100% accuracy.

Service Complaints--CA Typing Speed

Customer stated the CA could not keep up with the typing and requested a new CA. Customer stated it took over five minutes to switch CAs.

***Inquire Date 8/25/2010
Record ID 21741
Call Taken By Lead CA
CA Number 9023
Responded By Candace
Response Date 8/26/2010
Resolution 8/26/2010***

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 63 WPM with 95% accuracy. Lead CA explained that a CA had to become available in order to replace the original CA. Customer understood.

Service Complaints--CA Typing

Customer stated the CA had several typos during the call.

***Inquire Date 5/2/2011
Record ID 25818
Call Taken By Lead CA
CA Number 6528
Responded By Mike
Response Date 5/2/2011
Resolution 5/2/2011***

Supervisor apologized and stated CA would be monitored and counseled. CA was monitored and counseled. Customer was satisfied. CA's latest typing score was 76 WPM with 100% accuracy.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated the the CA did not follow proper procedures when connecting their call. Customer stated that it took too long to connect.

***Inquire Date 6/14/2010
Record ID 21484
Call Taken By Lead CA
CA Number 1962
Responded By Melanie
Response Date 6/16/2010
Resolution 6/16/2010***

Lead CA apologized and stated the CA did follow proper procedures for connecting the call. Customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

Customer stated that the CA did not follow answering machine procedures properly.

***Inquire Date 6/18/2010
Record ID 21489
Call Taken By Lead CA
CA Number 4176
Responded By Lori
Response Date 6/18/2010
Resolution 6/18/2010***

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

***Inquire Date 6/23/2010
Record ID 21420
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/23/2010
Resolution 6/23/2010***

Customer stated that the CA refused to place a TTY to TTY call through an office switchboard.

Supervisor apologized and attempted to acquire call information. Customer stated they could not provide the requested information. Supervisor explained that without call information, the CA could not be counseled. Customer understood.

Service Complaints--Didn't Follow Policy/Procedure

***Inquire Date 6/27/2010
Record ID 21514
Call Taken By Lead CA
CA Number
Responded By Lori
Response Date 6/28/2010
Resolution 7/6/2010***

Customer stated that the CA, a trainee, did not use the proper closing.

Lead CA apologized and forwarded the call information to the technical department. The technical department was unable to discover a trainee that handled any of the customer's calls during that time period. Customer understood.

Service Complaints--Miscellaneous

***Inquire Date 6/8/2010
Record ID 21477
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/8/2010
Resolution 6/8/2010***

Customer stated that the CAs have stated that the profile information does not show at the workstation. Customer also stated that the CAs often state they are unable to understand the customer.

Assistant Operations Manager apologized and verified the profile information. Assistant Operations Manager stated that the CAs would be counseled to pay attention to the profile information and to the customer's instructions. Customer was satisfied.

Service Complaints--Miscellaneous

***Inquire Date 6/12/2010
Record ID 21481
Call Taken By Lead CA
CA Number
Responded By Rosie
Response Date 6/12/2010
Resolution 6/12/2010***

Customer stated they do not feel that there has been much improvement addressing their concerns.

Lead CA apologized and forwarded the information to management. A letter was sent to the customer to update the customer on the resolution of issues.

**Service Complaints--
Miscellaneous**

**Inquire Date 6/16/2010
Record ID 21486
Call Taken By Lead CA
CA Number 9018
Responded By Melanie
Response Date 6/18/2010
Resolution 6/18/2010**

Customer stated that the CA was slow to respond and the customer had to repeat information several times. Customer stated that the CA did not inform them before requesting a Supervisor.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

**Service Complaints--
Miscellaneous**

**Inquire Date 6/17/2010
Record ID 21512
Call Taken By Lead CA
CA Number
Responded By Lori
Response Date 6/17/2010
Resolution 6/17/2010**

Customer stated that they do not receive all of their messages. Customer stated that the CAs are unable to confirm all of their profile information at the workstation.

Lead CA forwarded information to the technical department. The technical department updated the customer's profile to display the terminating information on the originating profile. Customer had previously set different instructions for the CAs on their terminating profile and was requesting the CAs to confirm when they were the originating party, so the information would not display. Profile was updated to include further instructions concerning the customer's messages. Customer was satisfied.

**Service Complaints--
Miscellaneous**

**Inquire Date 6/20/2010
Record ID 21513
Call Taken By Lead CA
CA Number
Responded By Heidi
Response Date 6/20/2010
Resolution 6/20/2010**

Customer stated that CAs continue to call back after the customer hangs up. Customer stated that it interrupts her answering machine and telephone set up.

Lead CA explained that this occurs due to the customer's telephone line not disconnecting properly when the customer hangs up. Lead CA explained that this is due to past issues with the customer's digital telephone lines and their telephone set up. Customer understood.

**Service Complaints--
Miscellaneous**

**Inquire Date 8/30/2010
Record ID 21765
Call Taken By Customer Service
CA Number Supervisor
Responded By Tina
Response Date 8/30/2010
Resolution 8/30/2010**

Customer stated Supervisor was rude and did not explain why she could not place another call through the relay.

Customer Service discovered the customer had first received a call through the relay and was attempting to make an outgoing call as the terminator. Customer Service apologized and explained why this call was unable to be placed. Customer Service stated that the Supervisor would be counseled. Supervisor was counseled and customer understood.

**Service Complaints--
Miscellaneous**

**Inquire Date 9/24/2010
Record ID 21975
Call Taken By Lead CA
CA Number 9082
Responded By Chuck
Response Date 9/24/2010
Resolution 9/24/2010**

Customer stated the CA did not type 'GA' during the conversation.

Lead CA apologized and explained that due to the profile notes of the customer, the CA was unable to request the 'GA'. Customer hung up.

**Service Complaints--
Miscellaneous**

**Inquire Date 1/17/2011
Record ID 22797
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/17/2011
Resolution 1/17/2011**

Customer stated the requested letter they had received was vague and did not clearly address their issues.

Customer Service apologized that the letter did not answer all of their questions. Customer Service Service stated that an additional letter would be sent with a clearer response. Letter was sent and customer was satisfied.

**Service Complaints--
Miscellaneous**

**Inquire Date 1/30/2011
Record ID 22847
Call Taken By Lead CA
CA Number 9052
Responded By Chuck
Response Date 1/30/2011
Resolution 1/30/2011**

Customer stated that the CA made several typing errors and dialed an incorrect number.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 67 WPM with 100% accuracy.

**Service Complaints--
Miscellaneous**

**Inquire Date 2/10/2011
Record ID 23501
Call Taken By Customer Service
CA Number 3030
Responded By Tina
Response Date 2/10/2011
Resolution 2/10/2011**

Customer stated the CA was not typing everything that was heard and was not typing a 'GA'. Customer stated that when the Supervisor came to the workstation they defended the CA and stated everything had been typed.

Customer Service apologized and information was forwarded to management. The CA was typing everything as the customer from past calls appears to have issues with digital telephone lines. The Supervisor were counseled. Customer was satisfied.

**Service Complaints--
Miscellaneous**

Customer stated that she was informed that she could not receive or use CapTel services in the Virgin Islands and inquired why we would send information on a phone that she could not use.

*Inquire Date 3/25/2011
Record ID 24328
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/31/2011
Resolution 6/1/2011*

Customer Service apologized for the information that was sent. Customer Service further explained that since the information was sent, it had been discovered that the service was not provided in their area. Customer Service again apologized for the confusion. Customer understood, but was disappointed. Hamilton has continued to work with CapTel and it has been determined that service may be provided to the customer.

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

Representative from Innovative Telecommunications contacted the relay to discover what was needed to become a participating provider through the relay.

*Inquire Date 8/6/2010
Record ID 21730
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/6/2010
Resolution*

Customer Service provided the representative with information to become a participating provider through the relay. Relay is awaiting letter of authorization information. As of 5/31/2011, Innovative Telecommunications is still not a participating provider through the relay.

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

Customer requested Innovative Telecommunications as their long distance provider through the relay.

*Inquire Date 8/13/2010
Record ID 21733
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/13/2010
Resolution*

Customer Service explained that Innovative Telecommunications was not a participating provider with the relay. Customer Service forwarded information to the technical department and a temporary profile was implemented for the customer. Innovative Telecommunications has been contacted. Innovative Telecommunications contacted the relay on 8/13/2010. As of 5/31/2011, Innovative Telecommunications is still not a participating provider through the relay.

**Technical Complaints--Line
Disconnected**

Customer stated that her call disconnected when it reached the relay.

*Inquire Date 6/21/2010
Record ID 21490
Call Taken By Lead CA
CA Number
Responded By Melanie
Response Date 6/24/2010
Resolution 6/24/2010*

Lead CA explained that due to the digital telephone service with a direct connect TTY, the customer was experiencing disconnect issues. Lead CA explained to the customer that the TTY needed to be used acoustically. Customer understood.

***Technical Complaints--
Miscellaneous***

***Inquire Date 6/2/2010
Record ID 21516
Call Taken By Lead CA
CA Number
Responded By Candace
Response Date 6/2/2010
Resolution 6/10/2010***

Customer inquired why the CAs are unable to see all of her information in her profile.

Lead CA verified the customer's profile was correct. It was later discovered that the customer was referring to their terminating instructions when they were the originator. Profile was updated to reflect these instructions when the customer was the originator. Customer was satisfied.



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

APPENDIX E

OUTREACH EDUCATION



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CLASS AND CUSTOM CALLING

CLASS FEATURES (CONT'D):

CUSTOMER TRACE ACTIVATION

With this feature you can dial a code that will signal to INNOVATIVE TELEPHONE to automatically record the caller's telephone numbers plus the date and time of the call. The information is retained by INNOVATIVE TELEPHONE and provided only to a law enforcement agency for its use in investigating illegal activity.

Customer Originated - Trace Activation *57
Automatic Deactivation

DISTINCTIVE RINGING

A distinctive ring identifies that this call is from someone you designated as important. Even if you are talking on the phone you will get a distinctive call waiting tone. Calls received from your prescribed list of telephone numbers will alert you through a distinctive tone or ring.

Activation / Deactivation:
*61 and follow instructions prompts
Residential\$3.50 per month
Business\$4.40 per month

LONG DISTANCE ALERT

You don't have to miss a long distance call when you have an incoming long distance call. This feature will either signal you with a distinctive ring, or a special call waiting tone if you are on the phone.

Long Distance Alert / Deactivation *49
Residential\$2.95 per month
Business\$3.80 per month

REPEAT DIALING

Need to call your party back? Repeat dialing lets you automatically redial the last number you called. If the number is busy, the repeat dialing feature will continue dialing for you and will signal you with a distinctive ring that lets you know your call can be completed.

Repeat Dialing Activation *66
Repeat Dialing Deactivation *86
Residential\$3.50 per month
Business\$4.70 per month

SELECTIVE CALL ACCEPTANCE

You can specifically select the calls you want to accept with this feature. You can determine the numbers from which you want to receive calls; all others will be routed to an announcement informing the caller that calls are not presently being accepted. Pre-selected telephone numbers are limited to numbers issued by INNOVATIVE within your district.

Selective Call Acceptance Activation/Deactivation *64
and follow instruction prompts
Residential\$2.35 per month
Business\$3.50 per month

SELECTIVE CALL FORWARDING

You don't have to miss the calls you really want with this feature. Selective call forwarding lets you choose the calls you want forwarded to you, no matter where you are. You can program telephone numbers of the calls that you want; they will automatically be forwarded to your location. Other calls will be handled normally. Pre-selected telephone numbers are limited to numbers issued by INNOVATIVE within your district.

Selective Call Forwarding Active/Deactivation *63
and follow instruction prompts
Residential\$3.50 per month
Business\$4.70 per month

SELECTIVE CALL REJECTION

If you don't want calls from certain telephone numbers, you don't have to receive them. This feature will let you indicate which calls you want to receive and which calls will not be accepted. Calls you want will ring through as normal. Calls you selectively reject will be connected to an announcement informing the caller that calls are not presently being accepted. Pre-selected telephone numbers are limited to numbers issued by INNOVATIVE TELEPHONE within your district.

Selective Call Rejection / Activation/Deactivation *60 and follow instruction prompts
Residential\$3.50 per month
Business\$4.70 per month

CLASS FEATURES (CONT'D):

FORWARDING

This feature allows you to forward your calls to another number.

Call Forwarding Activation *71
Call Forwarding Deactivation *72

Residential\$1.75 per month
Business\$3.50 per month

Note to subscribers with phone numbers beginning with 718-XXXX: If the courtesy call is not answered, hang up and immediately repeat the procedure. In this case, no courtesy call is required to enable the feature.

CALL WAITING

While on the phone you will hear a tone indicating that another party is trying to call you. (The calling party only hears the normal ringing). Quickly depress the hook switch or push the "flash" button to answer the call. To switch back to the original call, simply depress the hook switch or hit "flash" again.

Residential\$2.35 per month
Business\$4.70 per month

SPEED DIALING

This feature allows you to program up to nine numbers that you can dial using two digits.

To activate: Dial 73 and wait for the dial tone to return. Dial the code number you select, between two (2) to nine (9). Dial the phone number you wish to store. For long distance numbers include "1" plus the area code, if different from your own. Local numbers must be entered as seven digit numbers. To change a number in the memory, simply repeat these steps, selecting the code for the number you wish to change.

Residential\$1.75 per month
Business\$3.20 per month

THREE WAY CONFERENCE CALLING

With this feature, you can have a three-way conversation without an operator's assistance. Three-Way Conference Calling allows for the addition of a third party to a connection between two numbers.

No Activation Code Needed
Residential\$2.35 per month
Business\$3.50 per month

VOICE MAIL

Now you can get fast, easy access to your messages when you're on the phone, Internet or away from home. Dial *98 and your 4-digit pin to hear messages from home. To hear your messages when you are away from home, dial 770-MAIL (6245), then enter your ten-digit home number, then your 4-digit pin. The Family Mailbox feature allows each family member to have their own personal mailbox. Innovative voicemail works during power outages.

Residential\$3.95-\$8.95 per month
Business\$11.95-\$19.95 per month

LIFELINE

Lifeline provides reduced monthly rates for basic telephone service. To be eligible for Lifeline you must be a resident of the Virgin Islands, be a minimum of 18 years of age and be the head of the household, have a gross annual household income not to exceed limits stipulated by the FCC and/or PSC and be certified for participation in the Lifeline program by the U.S. Virgin Islands Department of Human Services. If you qualify, you will receive a basic support credit on your local telephone bill of \$9.25 monthly. In addition, credit will be issued on the Universal Service Fee and the Recovery Charge (ARC). You may also be eligible for additional Lifeline benefits if you meet additional eligibility requirements.

VIRGIN ISLANDS RELAY SERVICES (VIRS)

This service from INNOVATIVE TELEPHONE enables hearing impaired, hard of hearing or speech impaired persons to communicate by telephone seven days a week, 24 hours a day. To communicate, a hearing impaired, hard of hearing or speech impaired person uses a TT/TTY device to type out his or her part of the conversation. Specially trained Communications Assistants simultaneously relay messages between the TT/TTY user and the other person on the other end of the line, by reading the message to the hearing person. The hearing person's spoken words are then typed back to the TT/TTY caller. Every call is handled in the strictest confidence. Customers who need to use this service may dial 711. For additional information call the Business Office at 779.9999.



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Telephone

TO ORDER CLASS AND CUSTOM CALLING FEATURES DIAL 779.9999



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- VOIP by Innovative
- Custom Calling Features
- Special Services**

Special Services

* LIFELINE

For eligible customers, Lifeline provides reduced monthly rates for basic telephone service. To be eligible for lifeline you must:

1. Be a resident of the Virgin Islands
2. Be at least 18 years of age and the head of household
3. Have a gross annual household income not to exceed limits stipulated by the USVI Department of Human Services
4. Be certified for participation in the lifeline program by the USVI Department of Human Services

If you qualify, you will receive credits on your local telephone bill of \$6.50 on the end user charge and \$1.75 on the residential access line, totaling \$8.25 monthly. In addition, credit will be issued on the Universal Service Fee. You may also be eligible for additional Lifeline benefits if you meet additional eligibility requirements.

* VIRGIN ISLANDS RELAY SERVICE

This service from Innovative Telephone enables hearing-impaired, or speech-impaired persons to communicate by telephone. Customers who need this service may dial 711. For additional information call the business office at 778-9999.

Advertisement on Innovative Telephone's Website

How to make long distance work for you.

Step One - Determine your call patterns.

Do you call long distance often?

If yes, where do you call? In-State? Out-of-State?

What time of day do you make these calls?

Step Two – Shop around.

Call different long distance companies. Tell them your long distance calling patterns. They may have a calling plan that fits your calling patterns.

Step Three – Choose the best rate plan that fits your call patterns.

Inform long distance carrier that you are a TTY/VCO user. Many long distance companies have TTY/VCO user discounts. Also tell them that you use the relay and want the same calling plan rates for your relay calls.

Step Four – Call your relay's Customer Service Department and tell them which long distance company you prefer to use.

Also tell Customer Service about any calling plans you have with your long distance company.

Step Five – Pay attention to rate changes.

Long distance companies are competing for your business. Rates and calling plans are constantly changing. From time to time, check back with your long distance carrier, as well as others, to see if they have a better plan that can save you more money.

****NOTE: IF YOU DO NOT CALL YOUR CARRIER AND LET THEM KNOW YOU ARE THEIR CUSTOMER AND USE RELAY YOU WILL BE BILLED AT A HIGHER RATE.**