



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DIVISION OF PUBLIC UTILITIES AND CARRIERS

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June 18, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014
CG DOCKET NO. 03-123

Dear Ms. Dortch:

The Rhode Island Public Utilities Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Rhode Island to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Rhode Island. Rhode Island's complaint summary is associated with complaints related to FCC TRS rules.

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

Rhode Island Relay has received a total of 5 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2013 through May 31, 2014.

Please feel free to contact me at 401-780-2120 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script that reads "James E. Lanni".

James E. Lanni
Associate Public Utilities Administrator
for Operations and Consumer Affairs

Rhode Island Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By	Inquiry	Resolution Date	Resolution	Category
8557	7/4/2013		Jessica	Jessica	Customer stated the CA did not process their call verbatim. Customer stated that the CA typed incorrect words or phrases.	7/5/2013	Customer Service apologized and forwarded information to management. Management discovered that there was no CA by that number and forwarded information to the technical department. The technical department was unable to locate information in regards to the call the customer was calling about. Customer Service had no contact information provided by the customer and was unable to follow up in regards to this issue.	Service Complaints - CA Accuracy/Spelling/Verbatim
985574	11/15/2013		Tina	Tina	Customer stated that when they dialed 7-1-1 they reach New York Relay and not Rhode Island Relay.	2/12/2014	Customer Service apologized and stated that the Relay would contact their carrier to ensure they had 7-1-1 set correctly in their system, but recommended that the customer contact their carrier to report the issue as well. Customer Service provided translation information to the provider and customer was notified.	Technical Complaints - Tech Issues 7-1-1 Problem
916302	2/4/2014		Robyn	Robyn	Customer stated when dialing 7-1-1 they are reaching the incorrect state Relay Service.	2/4/2014	Customer Service provided customer with the appropriate toll number for the state Relay they were attempting to reach. Customer Service directed the customer to their provider in regards to being unable to dial 7-1-1. Customer was satisfied.	Service Complaints - Miscellaneous
273045	3/20/2014		Dawn	Dawn	Customer stated they are unable to reach Rhode Island Relay when dialing via 7-1-1. Customer was dialing in from Verizon and reaching NY Relay.	3/20/2014	Customer Service explained about 7-1-1 translation and offered to speak to their provider. Customer Service spoke to the provider and discovered the customer had moved to a different exchange, using a VoIP service, and kept their same telephone number. This is what is causing the issue with them reaching RI Relay one time and NY Relay the next. Customer Service notified the customer of this issue and provided the toll free number to reach RI Relay on all calls. Customer understood.	Technical Complaints - Tech Issues 7-1-1 Problem

Rhode Island Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA Nbr	Call Taken By	Responded By	Inquiry	Resolution Date	Resolution	Category
784232	5/23/2014		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through the Relay.	5/23/2014	Customer Service explained that the Relay does not keep record of conversations due to State and Federal telecommunication regulations that require confidentiality in calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call

Rhode Island CapTel FCC Complaint Report 6/1/2013 to 5/31/2014

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
						There were no CapTel complaints in violation of FCC standards from June, 2013 to May, 2014.			