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June 27, 2014

Received & inspected

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

JUL 18 2014

FCC Mail Room

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

Dear Ms. Dortch,

The Georgia Public Service 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 Georgia to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Georgia. Georgia'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.

Georgia Relay has received a total of 25 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 404-657-4990 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Zonke Stubb

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 List ABCDE

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

Received & Inspected

JUL 18 2014

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
29096	6/27/2013		Tina	Tina	Customer stated they are receiving harassing phone calls; but they are not through the Relay.	6/27/2013	Customer Service directed the customer to their service provider. Customer was satisfied.	External Complaints - Miscellaneous
95211	7/5/2013		Dawn	Dawn	Customer stated they are unable to receive a VCO call through the relay.	7/5/2013	Customer Services apologized and did test calls with the customer. The test calls through the relay would not auto connect to the profiled VCO connection. Customer Service updated the profile so it will not attempt the auto VCO connection and this has resolved their issue. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2LVCO Problem
268598	8/15/2013		Jessica	Jessica	Customer states that they are unable to access the Relay when dialing 711 from their mobile phone. Customer is receiving a message that states that the Relay is for emergency purposes only.	8/17/2013	Customer Service verified that there were no restrictions through the Relay. Customer Service referred the customer to their mobile service provider. Customer contacted their service provider and resolved. Customer was satisfied.	External Complaints - Miscellaneous
532324	9/1/2013	5206	Belinda	Belinda	Customer stated the CA dialed the incorrect number.	10/29/2013	Customer Service apologized and requested call detail information; customer did not have information. Customer Service explained that information would be forwarded to management, but without call detail information we would be unable to verify this issue with the technical department. Customer was satisfied.	Service Complaints - CA Misdialed Number
642093	9/3/2013	9086	Dawn	Dawn	Customer stated the CA did not dial the correct speed dial number when provided. Customer stated they continuously have to repeat information.	9/3/2013	Customer Service apologized and stated the CA will be counseled and monitored more frequently. Information was forwarded to management and CA counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Improper Use of Speed Dialing
749448	9/11/2013		Ellis	Ellis	Customer inquired how to contact relay through the computer and other call solutions for the deaf and hard of hearing. Customer stated the GA TTY line was busy.	9/11/2013	Customer Service explained TTY software for computer and IP Relay Service. Customer Service forwarded information to the technical department in regards to the GA TTY line. The technical department discovered an issue with the GA TTY line that was resolved the same day. Customer was satisfied.	External Complaints - Miscellaneous

FCC Mail Room

Georgia 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
163938	9/11/2013		Ellis	Ellis	Customer stated the GA Relay TTY toll free access number was routing to a different company.	9/11/2013	Customer Service explained TTY software for computer and IP Relay Service. Customer Service forwarded information to the technical department in regards to the GA TTY line. The technical department discovered an issue with the GA TTY line that was resolved the same day. Customer was satisfied.	External Complaints - Miscellaneous
177740	9/11/2013		Ellis	Ellis	Customer stated the GA Relay TTY toll free access number was routing to a different company.	9/11/2013	Customer Service explained TTY software for computer and IP Relay Service. Customer Service forwarded information to the technical department in regards to the GA TTY line. The technical department discovered an issue with the GA TTY line that was resolved the same day. Customer was satisfied.	External Complaints - Miscellaneous
7048311	9/11/2013		Ellis	Ellis	Customer stated the GA Relay TTY toll free access number was routing to a different company.	9/11/2013	Customer Service explained TTY software for computer and IP Relay Service. Customer Service forwarded information to the technical department in regards to the GA TTY line. The technical department discovered an issue with the GA TTY line that was resolved the same day. Customer was satisfied.	External Complaints - Miscellaneous
9084632	9/24/2013		Ellis	Ellis	Customer inquired whether they were responsible for numbers dialed incorrectly through the Relay.	9/25/2013	Customer Service explained the customer may be entitled to reimbursement and requested a copy of the phone bill for the charges. Customer was satisfied.	Service Complaints - CA Misdialed Number
336256	10/13/2013		Monika	Monika	Customer stated their profile did not appear to the CA on a recent call through the Relay.	10/15/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Miscellaneous
361322	10/15/2013		Monika	Monika	Customer stated calls do not connect in VCO Mode.	10/15/2013	Customer Service apologized and stated information would be forwarded to the technical department. Customer Service reset the customer's profile; which resolved their issue. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2LVCO Problem

Georgia 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
663363	11/10/2013		Jessica	Jessica	Customer was transferred to Customer Service because they are unable to place a call through the Georgia Relay Service.	11/15/2013	Customer Service requested further information from the customer in order to escalate this issue to the technical department. The customer requested to speak directly to the technical department. Customer Service advised they are not able to transfer a call directly to the technical department. The customer then asked for the name of the CA that transferred the call to Customer Service. Customer Service advised they are unable to provide that information. The customer became abusive and disconnected the call. Customer Service discovered the customer did not have a profile with the Relay. Customer Service has attempted to contact the customer to obtain long distance provider information. There has been no further response from the customer.	Technical Complaints - Busy Signal/Blockage
936953	11/12/2013	9115	Deborah	Tyna	Customer complained of many errors and is not happy with the service quality of CA.	11/14/2013	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied. The CA's last typing score was 64 WPM with 96% accuracy.	Service Complaints - CA Accuracy/Spelling/Verbatim
868180	11/20/2013		Tyna	Tyna	Customer was experiencing difficulty calling Georgia Relay Service through their office TTY device.	11/20/2013	Customer Service offered to do test calls; which were successful. Customer was satisfied.	Service Complaints - Ringing/No Answer
419543	11/21/2013		Tyna	Tyna	Customer was unable to reach a customer through the Relay.	11/21/2013	Customer Service discovered the line was disconnected and advised the customer to contact information to possibly obtain another number for their client. Customer was satisfied.	External Complaints - Miscellaneous
608904	12/8/2013		Carey	Carey	Customer stated that when calling through the Relay, their profile is not populating. The CAs are unable to view the speed dial list to place calls for the customer.	12/30/2013	Customer Service forwarded information to the technical department. The technical department resolved. Customer was notified.	Technical Complaints - Miscellaneous

Georgia 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
367744	12/23/2013	5346MT	Belinda	Belinda	Customer stated CA made call very frustrating with misspelled words and improper connect mode.	12/31/2013	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied. The CA's last typing test was 67 wpm with 96.5% accuracy.	Service Complaints - CA Accuracy/Spelling/Verbatim
977897	1/27/2014		Tyna	Tyna	Customer stated the Internet link for their company on the Georgia Relay Friendly Business website is incorrect.	1/27/2014	Customer Service provided a contact for customer regarding the issue and forwarded the information to management. Management forwarded information to the state website administrator and the website has been updated with the correct information. Customer was satisfied.	External Complaints - Miscellaneous
579538	2/26/2014		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through the Relay.	2/26/2014	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
107939	3/14/2014		Tyna	Tyna	Customer stated the CA dialed an incorrect number.	3/14/2014	Customer Service apologized and requested call detail information; customer did not have information. Customer Service explained that information would be forwarded to management, but without call detail information we would be unable to verify this issue with the technical department. Customer was satisfied.	Service Complaints - CA Misdialed Number
771082	4/1/2014		Carey	Carey	Customer has been receiving harassing telephone calls through the Relay.	4/1/2014	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
1022419	5/1/2014		Tyna	Tyna	Customer wanted to file a complaint against a business which refused to take his call placed through the Relay.	5/1/2014	Customer Service advised we were unable to file a complaint against the company and referred customer to the FCC and FTC. Customer stated garble and disconnected call before Customer Service could attempt to clear the garble and restate the information.	External Complaints - Miscellaneous
319437	5/20/2014		Ranisha	Lashonda	Customer stated the CA dialed the incorrect number.	5/27/2014	Customer Service apologized and attempted to gather call detail information. Customer did not have information and stated would gather the requested information if they had this issue again. Customer was satisfied.	Service Complaints - CA Misdialed Number

Georgia 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
707172	5/29/2014		Dawn	Dawn	Customer stated 7-1-1 is connecting to dead air.	5/29/2014	Customer called back and stated that it was an internal issue and 7-1-1 is now connecting properly. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

Georgia 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 Comp	Rep. Initials
474078	01/15/2014 11:20AM	CapTel	Service	14040	Customer reported a specific call where the CA captioned "YouTube" and the other party did not say that.	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up by CA trainers to ensure consistent quality performance.	01/18/2014 03:03PM	Over 48 hours	TJ
476884	01/24/2014 01:20PM	Phone	Billing	N/A	Customer's aunt reported being unable to reach customer through the captioning service using her calling card.	After extensive troubleshooting, CSR found that the aunt's calling card configuration was not allowing proper processing of TRS calls through their system. CSR made an adjustment in the CapTel system to allow caller to place long distance captioned calls from their phone number as a means of resolution.	01/28/2014 03:44PM	Over 48 hours	JM
511019	05/28/2014 03:00pm	Phone	Service	14023	Customer reported a lag in captions behind the spoken words on a fast paced automated recording for a catalog company.	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with appropriate Call Center personnel. CA's supervisor confirmed that the delay was outside of CapTel's internal guidelines. CA's Supervisor increased monitoring and coaching for optimal performance.	06/04/2014 11:34am	Over 48 hours	JAL