June 24, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20544

Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 5-C212,
Washington DC 20544

RE: TRS Consumer Complaint Log Summaries for June 1, 2001 through May 31, 2002

Docket # 98-67

Dear Ms. Dortch and Ms. Myers,

Hamilton Relay, Inc. respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay is located at 1001 12th Street, Aurora, NE 68818.

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

- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available 24 hours a day
- CA Typing Speed
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to offer or use proper Speech to Speech Call Handling Procedures
- Failed to offer or use proper Spanish to Spanish Call Handling Procedures
- Failed to offer or use proper VCO Call Handling Procedures
- Failed to offer or use proper HCO Call Handling Procedures
- Failed 711 Connections
- Failed ASCII or Baudot Connection
- Line Disconnected
- Breach of Confidentiality
- Replaced CA improperly in the middle of a call
- Carrier of Choice not Available or Other Equal Access problems
- Did not supply information on how to file a complaint with the FCC

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 complaint enclosed is resolved.

Please feel free to contact me at 800 618 4781 V/TTY with any questions regarding the above.

Sincerely,

Dixie Ziegler
Director of Relay
Hamilton Relay Service
1001 12th Street
Aurora, NE 68818

Hamilton Relay Annual Complaint Report
06/01/01 to 05/31/02

Technical Complaints--Line Disconnected

The customer was disconnected during his call and wanted to know if the relay was having any problems.

Inquire Date	3/11/02
Record ID	4443
Call Taken By	Lead CA
CA Number	
Responded By	Tina Collingham
Response Date	3/11/02
Resolution	3/11/02

The customer service representative apologized for the inconvenience and explained that the relay was having technical difficulties at the moment and to please call again.

Hamilton technicians had installed a new software load and experienced problems with the new load several hours later. All traffic was processed in another center until the problem was corrected several minutes later.