



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
PUBLIC SERVICE COMMISSION  
GREG R. WHITE      JOHN D. QUACKENBUSH      SALLY A. TALBERG  
COMMISSIONER      CHAIRMAN      COMMISSIONER

MIKE ZIMMER  
DIRECTOR

June 22, 2015

VIA: Electronic Submission

Marlene Dortch  
Commission Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

RE: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with  
Hearing and Speech Disabilities -- CG Docket No. 03-123

Dear Ms. Dortch:

Please accept Michigan's TRS Complaint Log and Resolution Summary for the period June 1, 2014 to May 31, 2015, as required by the Federal Communications Commission.

In early February 2015, Hamilton Relay replaced AT&T Michigan as Michigan's TRS vendor. The enclosed TRS data from AT&T Michigan covers the time period June 1, 2014 through January 31, 2015 and the data from Hamilton Relay covers the time period February 1, 2015 through May 31, 2015.

If you have questions, please do not hesitate to contact me at (517) 284-8190.

Sincerely,

Robin P. Ancona, Director  
Telecommunications Division

Attachment

AT&T Michigan

TRS

June 1, 2014 – January 31, 2015

**MICHIGAN RELAY SERVICE**  
**2014 - 2015 TRS ANNUAL SUMMARY OF AT&T MICHIGAN CONSUMER COMPLAINTS**  
 June 1, 2014 through January 31, 2015

**Complaint Summary by Month**

		2015												
		2014												
		JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
<b>MICHIGAN</b>	<b>VOICE</b>										N/A	N/A	N/A	<b>0</b>
	<b>TTY</b>	1								N/A	N/A	N/A	N/A	<b>1</b>
	<b>TOTAL</b>	1	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	<b>1</b>

**MICHIGAN RELAY SERVICE**  
**2014 - 2015 TRS ANNUAL SUMMARY OF AT&T MICHIGAN CONSUMER COMPLAINTS**  
 June 1, 2014 through January 31, 2015

Complaint Summary by Category

CATEGORY	2014												2015				TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY					
AVAILABILITY														N/A	N/A	0	
SPEED OF ANSWER	1													N/A	N/A	1	
CA CHANGE														N/A	N/A	0	
CA GENDER														N/A	N/A	0	
VERBATIM														N/A	N/A	0	
REAL TIME														N/A	N/A	0	
60 WPM														N/A	N/A	0	
EMERG 911														N/A	N/A	0	
COC														N/A	N/A	0	
CA COMPETENCY														N/A	N/A	0	
SEQUENCE														N/A	N/A	0	
THREE WAY CALLING														N/A	N/A	0	
CALL RELEASE														N/A	N/A	0	
SPEED DIAL														N/A	N/A	0	
RATES														N/A	N/A	0	
Total	1	0	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A	1	

**MICHIGAN RELAY SERVICE**  
**2014 – 2015 TRS Annual Consumer Complaint Summary Log**  
**AT&T Michigan**  
**June 1, 2014 through January 31, 2015**

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**June 2014**

**TTY 2014, June 24**

The customer complained that his/her long distance calls are not going through.

**Category:** Other (Misc)

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized and advised we would forward this issue to the technical team.

**Contact Closed:** 2014, June 24

**FCC:** Answer Performance

**July 2014 – Nothing to report.**

**August 2014 – Nothing to report.**

**September 2014 – Nothing to report.**

**October 2014 – Nothing to report.**

**November 2014 – Nothing to report.**

**December 2014 – Nothing to report.**

**January 2015 – Nothing to report.**

Hamilton Relay

TRS

February 1, 2015 - May 31, 2015

# MICHIGAN RELAY SERVICE

## 2015 TRS ANNUAL SUMMARY OF HAMILTON RELAY CONSUMER COMPLAINTS

February 1, 2015 through May 31, 2015

Category	# of SRs
External Complaints - Miscellaneous	17
External Complaints - No Relay Provider Assigned	12
<b>External Complaints Total</b>	<b>29</b>
Service Complaints - Didn't Follow Policy/Procedure	1
Service Complaints - Miscellaneous	2
Service Complaints - Suspicious/ Harassment Call	1
<b>Service Complaints Total</b>	<b>4</b>
Technical Complaints - Carrier Choice not Available	5
Technical Complaints - Long Distance/Billing Issues	2
Technical Complaints - Miscellaneous	1
Technical Complaints - Tech Issues 7-1-1 Problem	3
Technical Complaints - Tech Issues VCO/2LVCO Problem	2
<b>Technical Complaints Total</b>	<b>13</b>
<b>Grand Total</b>	<b>46</b>

Call Type to CC	# of SRs
Voice	24
VCO	11
TTY	7
Email	4
<b>Grand Total</b>	<b>46</b>

# Michigan Relay Service 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
537546	2/10/2015		Carey	Carey	Customer is reaching another state's Relay when dialing 7-1-1 and the call is appearing as a cell phone in the workstation. Customer is stating that they are not using a cell phone. They are in Michigan and Sprint is their telephone service provider.	3/3/2015	Customer Care contacted the customer's telephone service provider. The Sprint technical department discovered that there was an issue within their system. Sprint has resolved the issue and notified the customer.	Technical Complaints - Tech Issues 7-1-1 Problem
943578	2/10/2015		Dawn	Dawn	Customer stated that they are unable to dial 7-1-1 to reach Relay. Customer declined to provide the name of their telephone service provider.	2/10/2015	Customer Care explained that with the exit of the previous Relay Provider, each local telephone cooperative is required to set up TRS Relay Services for their area. At this time there are still some companies that have not completed this process. Customer Care referred the customer to their local telephone service provider. Customer understood.	External Complaints - No Relay Provider Assigned
475957	2/11/2015		Carey	Carey	Customer stated that they are unable to reach the Relay by dialing 7-1-1. Customer has Comcast as their telephone service provider.	2/11/2015	Customer Care explained that with the exit of the previous Relay Provider, each local telephone cooperative is required to set up TRS Relay Services for their area. Comcast has set up service with Michigan Relay. Customer Care referred the customer to their local telephone service provider to assist with reaching 7-1-1. Customer understood.	External Complaints - Miscellaneous
488762	2/11/2015		Carey	Carey	A representative from AT&T called on behalf of the customer, stating that the customer is unable to make calls through Relay.	2/11/2015	Customer Care apologized and forwarded information to management; which discovered this customer was a Comcast customer not AT&T. Information was forwarded to Comcast; which discovered that the customer's telephone service had been disconnected. This is why they are unable to reach Relay. Customer Care notified the AT&T representative who notified the customer.	External Complaints - Miscellaneous



# Michigan Relay Service

## 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
8078432	2/12/2015		Carey	Carey	A Representative from MPSC contacted Relay that the customer is unable to reach Michigan Relay. Customer has AT&T as their telephone service provider.	2/12/2015	Customer Care returned a call to the customer's brother and explained that with the exit of the previous Relay Provider, each local telephone cooperative is required to set up TRS Relay Services for their area. AT & T has set up service with Michigan Relay. Customer Care discovered a speed dial was being used to reach Relay. Customer Care suggested checking the speed dial to ensure it was listed as 7-1-1 and not a toll-free number. Customer Care referred the customer to their local telephone service provider. Customer Care also contacted AT&T on the customer's behalf. Customer understood.	External Complaints - No Relay Provider Assigned
235111	2/12/2015		Dawn	Dawn	Customer is a AT&T Uverse VOIP customer and is unable to reach Relay.	2/14/2015	Customer Care forwarded information to management. Management contacted AT&T and AT&T's u-verse network engineer discovered an error in their system. AT&T was able to resolve this issue. Customer was notified.	External Complaints - Miscellaneous
495057	2/12/2015		Dawn	Dawn	Customer was disputing long distance charges for calls placed through Relay during December 2014.	2/13/2015	Customer Care attempted to explain that Hamilton Relay was not the Relay provider during that timeframe and referred the customer to the previous Relay provider regarding this dispute; however the customer's type was garbled and Customer Care was unable to communicate with the customer. Customer Care attempted to provide troubleshooting steps to clear garble, which were unsuccessful. Customer disconnected. There has been no further contact from the customer.	Technical Complaints - Long Distance/Billing Issues
978825	2/13/2015		Dawn	Dawn	Customer called to dispute long distance charges. Customer stated that they were billed from December 29, 2014 through January 2015 through Frontier and AT&T.	2/13/2015	Customer Care explained that Hamilton was not the Relay Provider during that period. Customer Care referred customer to AT&T Relay or their telephone service provider to dispute the charges. Customer understood.	External Complaints - Miscellaneous
9010753	2/13/2015		Tyna	Tyna	Customer stated that they are unable to place a call through Relay by dialing 7-1-1. Customer has Comcast as their telephone service provider.	2/13/2015	Customer Care explained that with the exit of the previous Relay Provider, each local telephone cooperative is required to set up TRS Relay Services for their area. Comcast has set up service with Michigan Relay. Customer Care referred the customer to their local telephone service provider to assist with reaching 7-1-1. Customer understood.	External Complaints - Miscellaneous

# Michigan Relay Service

## 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
9055697	2/13/2015		Tyna	Tyna	Customer stated that they are unable to place a call through Relay by dialing 7-1-1. Customer declined to provide the name of their telephone service provider.	2/13/2015	Customer Care explained that with the exit of the previous Relay Provider, each local telephone cooperative is required to set up TRS Relay Services for their area. At this time there are still some companies that have not completed this process. Customer Care referred the customer to their local telephone service provider. Customer understood.	External Complaints - No Relay Provider Assigned
9084392	2/13/2015		Dawn	Dawn	Customer stated when dialing 7-1-1 they receive a recording that the number is no longer in service. Customer has AT&T as their telephone service provider. Customer also inquired about 7-1-1 translation codes to allow dialing 7-1-1 from their office.	2/19/2015	Customer Care explained that since they have AT&T their 7-1-1 service is working properly, but number would also need to be translated within their office environment. Customer Care referred the customer to their telephone administrator for translation of 7-1-1 within their office. Customer understood.	External Complaints - Miscellaneous
290071	2/17/2015		Tyna	Tyna	Customer is disputing long distance charges for calls placed through Relay from October 2014 through January 2015.	2/17/2015	Customer Care advised the customer Hamilton Relay Service was not the Relay service provider during that timeframe and would not be able to assist with their prior long distance charges. Customer Care referred the customer to their telephone service provider and also provided the toll-free access number to AT&T Relay Customer Service. Customer was satisfied.	External Complaints - Miscellaneous
846997	2/18/2015		Tyna	Tyna	Customer stated they provide a toll-free access number for the Michigan Relay on all correspondence to their customers and have been advised the number is not working.	2/18/2015	Customer Care apologized and explained that due to the change in TRS Relay providers, the toll free access number for AT&T Relay is no longer in service. Customer Care explained that customer's must dial 7-1-1 in order to reach Relay. Customer understood.	External Complaints - Miscellaneous

# Michigan Relay Service

## 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
665859	2/19/2015		Tina	Tina	Customer stated they are unable to place a long distance call through Relay.		Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer, which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information. (Awaiting provider)	Technical Complaints - Carrier Choice not Available
351267	2/20/2015		Carey	Carey	Customer stated when dialing 7-1-1 they receive a recording that the number is no longer in service. Customer stated that AT&T is their telephone service provider.	2/20/2015	Customer Care explained that with the exit of the previous Relay Provider, each local telephone cooperative is required to set up TRS Relay Services for their area. AT&T has set up service with Michigan Relay. Customer Care referred the customer to their local telephone service provider to assist with reaching 7-1-1. Customer understood.	External Complaints - Miscellaneous
548232	2/20/2015		Carey	Carey	A representative from Intrado called stating that they have the incorrect translation numbers set up in their system for 7-1-1. When calling 7-1-1 they are reaching a recording saying that the number is no longer in service.	2/23/2015	Customer Care explained that previous provider was no longer offering Relay service in the state of Michigan. Customer Care forwarded information to management to assist the carrier with setting up service with Hamilton Relay. Customer was satisfied. Intrado has received Hamilton Relay proposal.	External Complaints - No Relay Provider Assigned
848029	2/20/2015		Jennifer	Jennifer	Customer called to request reimbursement for long distance charges billed to AT&T instead of their long distance provider Frontier.	2/21/2015	Customer Care had advised the customer any charges billed prior to Feb 6th would not be responsibility of Hamilton Relay. Customer would need to contact their telephone service provider and AT&T Relay Services. Customer disconnected.	External Complaints - Miscellaneous
383988	2/22/2015		Chuck	Chuck	Customer stated they receive AT&T recorded message when attempting to place long distance calls through Relay.	2/27/2015	Customer Care discovered the customer has Charter as their long distance carrier. Customer Care updated the profile and the customer was satisfied.	External Complaints - Miscellaneous

# Michigan Relay Service 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
562818	2/23/2015		Tyna	Tyna	Customer called disputing charges made for long distance calls billed incorrectly prior to Feb 6th 2015.	2/23/2015	Customer Care had advised the customer any charges billed prior to Feb 6th would not be responsibility of Hamilton Relay. Customer would need to contact their telephone service provider and AT&T Relay Services. Customer disconnected.	External Complaints - Miscellaneous
281245	2/24/2015		Tyna	Tyna	Customer stated the CA did not follow policy/procedure when leaving a message on a VCO answering machine.	3/3/2015	Customer Care apologized and forwarded information to the technical department; which discovered the CA did follow proper procedures for leaving a message on a VCO answer machine. Information was forwarded to management, but CA did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
6040350	2/25/2015		Tina	Tina	Customer stated when dialing 7-1-1 they receive a recording that the number is no longer in service. Customer declined to provide the name of their telephone service provider.	2/25/2015	Customer Care explained that previous provider was no longer offering Relay service in the state of Michigan. Customer Care explained the telephone cooperative is required to set up TRS Relay Service for their area. Customer Care referred the customer to their local telephone provider. Customer understood.	External Complaints - No Relay Provider Assigned
841249	2/26/2015		Tyna	Tyna	Representative called from AT&T stating the customer is not able to connect to 7-1-1.	2/26/2015	Customer Care advised would forward information to the technical department; which discovered an issue with the 7-1-1 in their system. AT&T reset 7-1-1 in this area and Customer was notified.	Technical Complaints - Tech Issues 7-1-1 Problem
100276	2/26/2015		Carey	Carey	Customer stated when dialing 7-1-1 from a hospital, they receive a recording that the number is no longer in service. Customer stated the telephone service provider is Verizon.	2/26/2015	Customer Care explained that previous provider was no longer offering Relay service in the state of Michigan. Customer Care explained the telephone cooperative is required to set up TRS Relay Service for their area. Customer Care referred the customer to their local telephone provider. Customer understood.	External Complaints - No Relay Provider Assigned

# Michigan Relay Service 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
860437	3/2/2015	Carey	Carey	Carey	Customer stated they are unable to place a long distance call through Relay.		Customer Care discovered the long distance provided is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information (Awaiting provider, Sage Telecom.)	Technical Complaints - Carrier Choice not Available
985596	3/3/2015	Carey	Carey	Carey	Customer stated when dialing 7-1-1 they connect to another state's Relay and when dialing the toll free access number for Relay they are receiving a recording stating the number is no longer in service.	3/4/2015	Customer Care explained that the toll free number is no longer in service as the previous provider is no longer offering Relay service in the state of Michigan. Customer Care referred the customer to their local telephone provider regarding the 7-1-1 translation issue when dialing 7-1-1 from within their office. Customer understood.	External Complaints - Miscellaneous
938260	3/9/2015	Tyna	Tyna	Tyna	Customer stated when attempting to use 7-1-1 to place a call sometimes the calls go through and sometimes they get a system generated recording from AT&T the call cannot be processed.	3/9/2015	Customer Care discovered that the customer sometimes would dial the old toll free numbers; which is why they received the AT&T recording. Customer Care verified that the office gave out more than one number to caller id, which some of them were for a different state and this caused issues with long distance dialing from the center. Customer Care directed the customer to their telephone service provider for any questions about their long distance calls. Customer Care explained the recording was being reached and that the customer can only use 7-1-1 when dialing to Michigan Relay. Customer was satisfied.	Service Complaints - Miscellaneous
730405	3/10/2015	Tyna	Tyna	Tyna	Customer stated a person dialing 7-1-1 from a cell phone is unable to place a call to this customer.	3/10/2015	Customer Care explained that the previous provider was no longer offering Relay service in the state of Michigan. Customer Care referred the customer to their wireless provider. Customer understood.	External Complaints - No Relay Provider Assigned

# Michigan Relay Service 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
156738	3/11/2015		Tyna	Tyna	Customer is dialing from an office which requires they use a 9 to access an outside line to place a call. When dialing the previous toll free Relay number it does not work and cannot dial 7-1-1.	3/11/2015	Customer Care explained that the toll free number is no longer in service as the previous provider is no longer offering Relay service in the state of Michigan. Customer Care referred the customer to their local telephone provider regarding the 7-1-1 translation issue when dialing 7-1-1 from within their office. Customer understood.	External Complaints - Miscellaneous
168418	3/11/2015		Tyna	Tyna	Customer stated their long distance is Verizon but a recent bill shows a call for Relay billed to AT&T.	3/11/2015	Customer Care verified the customer and advised Verizon is showing as their long distance provider effective 2/12/2015. Customer Care also advised if charge was prior to 2/06/2015 that it was not processed by Hamilton Relay. Customer stated they would contact the previous provider. Customer was satisfied.	Service Complaints - Miscellaneous
114874	3/12/2015		Tyna	Tyna	Customer is dialing from an office which requires they use a 9 to access an outside line to place a call. When dialing the previous toll free Relay number it does not work and cannot dial 7-1-1.	3/12/2015	Customer Care explained that the toll free number is no longer in service as the previous provider is no longer offering Relay service in the state of Michigan. Customer Care referred the customer to their local telephone provider regarding the 7-1-1 translation issue when dialing 7-1-1 from within their office. Customer understood.	External Complaints - Miscellaneous
141457	3/12/2015		Tyna	Tyna	Customer's friend stated unable to place call through Relay but is able to receive incoming calls.	3/12/2015	Customer Care obtained information and provided assistance with placing a call through Relay. It appears customer just received a new VCO device and was not placing their call correctly. Customer Care walked them through placing a call; which was successful. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2L VCO Problem
114331	3/13/2015		Tina	Tina	Customer stated they have received an incorrect bill from ATT when they have Frontier for calls processed through Relay.		Customer Care apologized and verified the customer. Customer Care verified the profile with Relay is showing the correct long distance provider. Customer Care requested a copy of the incorrect bill from ATT to be mailed to Relay for possible reimbursement. Customer is mailing the bill (AWAITING COPY OF BILL)	Technical Complaints - Long Distance/Billing Issues

# Michigan Relay Service 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
208602	3/16/2015		Tyna	Carey	Customer stated when dialing 7-1-1 they connect to another state's Relay and when dialing the Michigan Relay toll free access number, they are receiving a recording stating the number is no longer in service. Verizon is the telephone service provider.	3/16/2015	Customer Care explained that the toll free number is no longer in service as the previous provider is no longer offering Relay service in the state of Michigan. Customer Care referred the customer to their local telephone provider regarding the 7-1-1 translation issue when dialing 7-1-1 from within their office. Customer Care followed up with customer on March 16, 2015 to ensure that the issue has been resolved. Customer stated that their company is working directly with Verizon. Customer Care advised the customer that if they experience any further issues to have Verizon contact Customer Care so we may further assist. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
354563	4/12/2015		Tyna	Tyna	Customer stated having a problem retrieving their voicemail when calling through Relay.	4/12/2015	Customer Care made several attempts to identify the problem the customer is experiencing; however, the customer refused to provide details regarding the issue. Customer stated they would call Comcast and disconnected call.	Technical Complaints - Miscellaneous
359817	4/12/2015		Tyna	Tyna	Customer states when calling into the Relay a voice message comes up but they do not know what it says and does not get a print out of what is being said like they used to.	4/13/2015	Customer Care forwarded information to technical department; which stated everything is working properly at this time and without call detail information they were unable to discover the issue the customer was referring too. Customer was notified.	Technical Complaints - Tech Issues VCO/2L VCO Problem
673092	4/13/2015		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through Relay.	4/13/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care 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
843412	4/22/2015		Carey	Carey	Representative from a local telephone service provider stated that the translation number they have for 7-1-1 is no longer a working number.	4/22/2015	Customer Care explained that previous provider was no longer offering Relay service in the state of Michigan. Customer Care explained the telephone cooperative is required to set up TRS Relay Service for their area. Customer Care forwarded telephone service provider's contact information to the Michigan Relay account manager to provide them with information on how to set up service with Hamilton Relay. Customer was satisfied. As of 4/30/2015 Company is not a participating provider.	External Complaints - No Relay Provider Assigned

# Michigan Relay Service 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
922205	4/30/2015	Carey	Carey		Customer is dialing from an office which requires they use a 9 to access an outside line to place a call. When dialing the previous toll free Relay number it does not work and cannot dial 7-1-1.	4/30/2015	Customer Care explained that the toll free number is no longer in service as the previous provider is no longer offering Relay service in the state of Michigan. Customer Care referred the customer to their local telephone provider regarding the 7-1-1 translation issue when dialing 7-1-1 from within their office. Customer understood.	External Complaints - Miscellaneous
434751	5/6/2015	Tyna	Tyna	Tyna	A secretary from a dental office stated when dialing 7-1-1 it connects but there is dead silence. Customer previously always called Relay using a toll-free number.	5/6/2015	Customer Care explained the change in Relay providers and discovered the customer needed to dial a '9' to get to an outside line. Customer Care explained about translation needed so 9-7-1-1 could be dialed from the office. Customer Care referred the caller to their telephone service provider regarding translation of 7-1-1 in their area. Customer was satisfied.	External Complaints - Miscellaneous
269230	5/18/2015	Dan	Dan	Dan	Customer was calling for the phone service provider they work for. Customer requested information on how to translate 7-1-1 service properly.	5/19/2015	Customer Care gathered the customer's information and forwarded the request to management. Management contacted the provider and discovered they are a VoIP provider that currently does not have any customers in Michigan. The provider stated that if they decide to open up service to Michigan they will contact either Hamilton, or the TAM office, to sign a contract. Customer was satisfied.	External Complaints - No Relay Provider Assigned
761361	5/9/2015	Tyna	Tyna	Tyna	Customer stated they are unable to place a long distance call through Relay.		Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer, which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information (Awaiting provider) As of May 31,2015 the carrier has not submitted an LOA with Relay.	Technical Complaints - Carrier Choice not Available



# Michigan Relay Service

## 2015 TRS Annual Consumer Complaint Summary Log (Hamilton Relay)

February 1, 2015 through May 31, 2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
763470	5/11/2015		Tyna	Tyna	Customer stated they are unable to place a long distance call through Relay.		Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information (Awaiting provider) As of May 31, 2015 the carrier has not submitted an LOA with Relay.	Technical Complaints - Carrier Choice not Available

AT&T Michigan

CapTel

June 1, 2014 – January 31, 2015



**2014 – 2015 CapTel Annual Consumer Complaint Summary Log**  
**AT&T Michigan**  
**June 1, 2014 through January 31, 2015**

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**June 2014**

- Nothing to report

**July 2014**

- Nothing to report

**August 2014**

- Nothing to report

**September 2014**

- Nothing to report

**October 2014**

- Nothing to report

**November 2014**

- Nothing to report

**December 2014**

- Nothing to report

**January 2015**

- Nothing to report

Hamilton Relay

CapTel

February 1, 2015 - May 31, 2015

**2014 - 2015 CapTel Annual Summary of Hamilton Relay Michigan Consumer Complaints  
February 1, 2015 - May 31, 2015**

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 February 2015 through May 2015.			