



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

MARLON I. BROWN, DPA
DIRECTOR

KATHERINE PERETICK
COMMISSIONER

DAN SCRIPPS
CHAIR

ALESSANDRA CARREON
COMMISSIONER

June 17, 2025

Via Electronic Submission

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
45 L Street NE
Washington, DC 20554

RE: ***TRS Consumer Complaint Log Summaries for June 1, 2024, through May 31, 2025,
CG DOCKET NO. 03-123***

Dear Ms. Dortch,

The Michigan Public Service Commission (PSC) 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 1006 12th Street, Aurora, NE 68818, is under contract to provide Telecommunications Relay Service in Michigan.

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

Hamilton processes any complaint which originates via a toll-free telephone number, e-mail, website, in person, in writing or via Live Chat. Hamilton strives to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

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

Sincerely,

Ryan McAnany, Director
Telecommunications Division
Michigan Public Service Commission

Michigan Relay 2024-2025 FCC TRS Complaint Report

June 2024 - May 2025

Reference Number	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
0000421491	7/27/2024 10:23	Technical Complaints	Connection Issues		STS	Tyna	Tyna	*Customer stated when attempting to dial 7-1-1 was stating no route found but was able to reach Relay.	7/30/2024 7:58	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay. Relay user would refer to their telephone service provider if the issue occurs.
0000425406	8/19/2024 8:33	Technical Complaints	Connection Issues		Chat	Tyna	Tyna	Customer stated experiencing with 7-1-1 is getting a busy signal and not able to connect.	8/19/2024 14:52	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no technical issues with the Relay. Customer successfully connected with Relay 7-1-1 and CA's successfully made calls to the number provided by the customer.
0000432629	10/6/2024 1:20	Technical Complaints	Connection Issues		Voice	Scott	Christina	Customer stated when they dial 711 they are being routed to Customer Care.	10/10/2024 12:26	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay. Customer Care referred the Relay user contact their telephone service provider. Customer was satisfied.
0000450391	2/14/2025 13:21	Technical Complaints	Connection Issues		Voice	Barbara	Barbara	Customer stated they experienced technical issues with reaching a client through the Relay Service.	2/26/2025 15:46	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no technical issues with the Relay and the CA followed proper procedure. Customer was satisfied.
0000452979	3/6/2025 10:55	Operations Complaints	Didn't Follow Policy/Procedure	1115	Email	Christina	Christina	Customer stated the CA did not follow policy/procedure. Customer stated the CA hung up on them.	3/19/2025 7:05	Customer Care apologized and requested call detail information. Information was forwarded to technical which verified that the CA had processed the call. Technical results were forwarded to account management and discussed with the CA resulting in refresher training regarding call handling procedures. Customer was satisfied.
0000462150	5/8/2025 20:11	Technical Complaints	Connection Issues		Chat	Bill	Bill	Customer stated they are experiencing issues when attempting to use the Relay.	5/16/2025 16:02	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department found no issues with Relay. Customer Care suggested that the customer attempt their call again. Customer was satisfied.

The incidents below reflect activity that Michigan Relay is aware of that is outside of its scope of service.

0000405826	6/4/2024 14:41	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Michigan Works from the numbers provided on their website.	6/4/2024 14:43	Customer Care explained Relay. Customer understood.
0000406445	6/9/2024 15:08	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Michigan Broadband from the numbers provided on their billing statement.	6/9/2024 15:09	Customer Care explained Relay. Customer understood.
0000407308	6/15/2024 10:19	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Walmart from the numbers provided on their billing statement.	6/15/2024 10:20	Customer Care explained Relay. Customer understood.
0000408259	6/21/2024 8:42	External Complaints			Voice	Brenda	Jacob	Caller attempted to reach Hear Now Program from the numbers provided on their billing statement.	6/21/2024 9:01	Customer Care explained Relay. Customer understood.
0000410630	7/8/2024 7:24	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach directory assistance from the numbers provided on their billing statement.	7/8/2024 7:24	Customer Care explained Relay. Customer understood.
0000410873	7/9/2024 12:31	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach A-Ride from the numbers provided on their billing statement.	7/9/2024 12:32	Customer Care explained Relay. Customer understood.

0000411344	7/12/2024 14:24	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach United States Postal Service from the numbers provided on their billing statement.	7/12/2024 14:24	Customer Care explained Relay. Customer understood.
0000419586	7/18/2024 8:11	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Directory Assistance from the numbers provided on their billing statement.	7/18/2024 8:11	Customer Care explained Relay. Customer understood.
0000420934	7/23/2024 15:04	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Idaho State Tax Commission from the numbers provided on their billing statement.	7/23/2024 15:06	Customer Care explained Relay. Customer understood.
0000421193	7/25/2024 10:48	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Airtel from the numbers provided on their billing statement.	7/25/2024 10:48	Customer Care explained Relay. Customer understood.
0000422220	8/2/2024 10:14	External Complaints			Voice	Tyna	Tyna	Caller attempted to reach Postal Service from the numbers provided on their billing statement.	8/2/2024 10:14	Customer Care explained Relay. Customer understood.
0000422356	8/3/2024 11:04	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Consumer Cellular from the numbers provided on their billing statement.	8/3/2024 11:04	Customer Care explained Relay. Customer understood.
0000422421	8/4/2024 11:51	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Department of Human Services from the numbers provided on their billing statement.	8/4/2024 11:52	Customer Care explained Relay. Customer understood.
0000423777	8/7/2024 4:34	External Complaints			Voice	Scott	Tyna	Caller attempted to reach power company from the numbers provided on their billing statement.	8/7/2024 6:56	Customer Care explained Relay. Customer understood.
0000423794	8/7/2024 8:47	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Student Registration Services from the numbers provided on their billing statement.	8/7/2024 8:48	Customer Care explained Relay. Customer understood.
0000423807	8/7/2024 9:43	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	8/7/2024 9:44	Customer Care explained Relay. Customer understood.
0000424594	8/13/2024 9:31	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Verizon from the numbers provided on their billing statement.	8/13/2024 9:31	Customer Care explained Relay. Customer understood.
0000424971	8/15/2024 10:46	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Henry Ford Medical Center from the numbers provided on their billing statement.	8/15/2024 10:49	Customer Care explained Relay. Customer understood.
0000427595	8/26/2024 14:54	External Complaints			Voice	Christina	Christina	Caller attempted to reach EBT from the numbers provided on their billing statement.	8/26/2024 14:54	Customer Care explained Relay. Customer understood.
0000428079	8/29/2024 8:26	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Frontier from the numbers provided on their billing statement.	8/29/2024 8:26	Customer Care explained Relay. Customer understood.
0000429046	9/5/2024 9:07	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Insurance Services from the numbers provided on their billing statement.	9/5/2024 9:08	Customer Care explained Relay. Customer understood.
0000429081	9/5/2024 12:32	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Heartland from the numbers provided on their billing statement.	9/5/2024 12:32	Customer Care explained Relay. Customer understood.
0000429098	9/5/2024 14:14	External Complaints			Voice	Christina	Christina	Caller attempted to reach Aetna from the numbers provided on their billing statement.	9/5/2024 14:15	Customer Care explained Relay. Customer understood.
0000430032	9/13/2024 9:44	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	9/13/2024 9:44	Customer Care explained Relay. Customer understood.
0000430043	9/13/2024 10:28	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Spectrum from the numbers provided on their billing statement.	9/13/2024 10:29	Customer Care explained Relay. Customer understood.
0000431078	9/23/2024 7:59	External Complaints			Voice	Lisa	Lisa	Caller attempted to reach Xfinity from the numbers provided on their billing statement.	9/23/2024 8:03	Customer Care explained Relay. Customer understood.
0000431745	9/27/2024 11:07	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Insurance Services from the numbers provided on their billing statement.	9/27/2024 11:07	Customer Care explained Relay. Customer understood.

0000434203	10/18/2024 10:36	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Transportation Service from the numbers provided on their billing statement.	10/18/2024 10:38	Customer Care explained Relay. Customer understood.
0000435708	10/26/2024 11:09	External Complaints			Voice	Preston	Preston	Caller attempted to reach Blue Cross Blue Shield from the numbers provided on their billing statement.	10/28/2024 10:49	Customer Care explained Relay. Customer understood.
0000437207	11/8/2024 8:08	External Complaints			Voice	Christina	Christina	Caller attempted to reach Xfinity from the numbers provided on their billing statement.	11/8/2024 8:09	Customer Care explained Relay. Customer understood.
0000437406	11/9/2024 18:02	External Complaints			Voice	Jahna	Jacob	Caller attempted to reach Collections from the numbers provided on their billing statement.	11/10/2024 10:21	Customer Care explained Relay. Customer understood.
0000441654	12/9/2024 11:01	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach National Vision Association from the numbers provided on their billing statement.	12/9/2024 11:01	Customer Care explained Relay. Customer understood.
0000443910	12/26/2024 14:35	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Aetna from the numbers provided on their billing statement.	12/26/2024 14:35	Customer Care explained Relay. Customer understood.
0000448349	1/29/2025 8:46	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Senior Community Care of Michigan from the numbers provided on their billing statement.	1/29/2025 8:47	Customer Care explained Relay. Customer understood.
0000448511	1/30/2025 10:46	External Complaints			STS	Christina	Christina	*Customer stated there was a recording midway through a phone call that stated the call was being recorded.	1/31/2025 11:57	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no technical issues with the Relay and the CA followed proper procedure. Customer was satisfied.
0000448637	1/31/2025 8:53	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	1/31/2025 8:54	Customer Care explained Relay. Customer understood.
0000450069	2/12/2025 11:54	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	2/12/2025 11:57	Customer Care explained Relay. Customer understood.
0000450607	2/17/2025 7:41	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Macy's from the numbers provided on their billing statement.	2/17/2025 7:42	Customer Care explained Relay. Customer understood.
0000452881	3/5/2025 14:26	External Complaints			Voice	Barbara	Barbara	Customer stated when dialing a specific number through Relay they are reaching a busy signal.	3/5/2025 15:24	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
0000458193	4/14/2025 10:31	External Complaints			Voice	Christina	Christina	Caller attempted to reach Walmart from the numbers provided on their billing statement.	4/14/2025 10:32	Customer Care explained Relay. Customer understood.
0000460858	4/29/2025 11:01	External Complaints			Voice	Christina	Christina	Caller attempted to reach Frontier from the numbers provided on their billing statement.	4/29/2025 11:02	Customer Care explained Relay. Customer understood.
0000462618	5/13/2025 14:29	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Walmart from the numbers provided on their billing statement.	5/13/2025 14:33	Customer Care explained Relay. Customer understood.
0000464236	5/26/2025 14:58	External Complaints			STS	Christina	Christina	*Customer stated when dialing a specific number through Relay they are reaching a busy signal.	5/26/2025 15:20	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
0000448637	1/31/2025 8:53	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Michigan Works from the numbers provided on their billing statement.	1/31/2025 8:54	Customer Care explained Relay. Customer understood.

Michigan 2024-2025 FCC CTS Complaint Report - Hamilton Relay
June 2024 - May 2025

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
The incidents below reflect activity that Hamilton Relay/CapTel is aware of that is not in violation of FCC Mandatory Minimum standards. -- Recommended Analog to Digital Transition									
1402289	06/05/2024 10:52am	CapTel	Setup	N/A	Customer's assistant reported that the customer is attempting to connect to captions on the CapTel 840PLUS in Analog mode using digital cable telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer's assistant that the CapTel 840 PLUS in Analog Mode is not designed for digital cable telephone service use and recommended switching the CapTel to IP Mode.	06/05/2024 11:01am	Within 24 Hours	CVF
1408100	07/06/2024 11:58am	CapTel	Setup	N/A	Customer's assistant reported that the CapTel 840 in 1-Line Mode is not connecting with captions consistently.	CSR's investigation revealed that customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer's assistant that the CapTel 840 is not designed for fiber optic use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	07/06/2024 12:07pm	Within 24 Hours	EDS
1426060	10/12/2024 11:38am	Phone	Setup	N/A	Customer's daughter reported the CapTel 840 PLUS in Analog Mode was not able to dial out.	CSR's investigation revealed that the customer is attempting to connect to captions using VoIP telephone service. CSR advised customer's daughter that the CapTel 840 PLUS in Analog Mode is not designed for VoIP use and recommended switching the CapTel to IP Mode.	10/12/2024 11:48am	Within 24 Hours	DPR
1426330	10/14/2024 12:12pm	Phone	Setup	N/A	Customer's son reported delayed or no captions on the CapTel 840 in one line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	10/14/2024 12:21pm	Within 24 Hours	KEG
1426853	10/17/2024 08:51am	CapTel	Setup	N/A	Customer's niece reported being unable to connect with captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	10/17/2024 08:58am	Within 24 Hours	CE
1427618	10/22/2024 09:00am	Phone	Setup	N/A	Customer reported being unable to make or receive calls on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	10/22/2024 09:12am	Within 24 Hours	CJB
1427801	10/23/2024 08:19am	CapTel	Setup	N/A	Customer reported audio cutting out on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer has not used captions since June 2024 and is attempting to connect to captions using a home wireless telephone service. CSR advised customer that the CapTel 840 is not designed for home wireless use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	10/23/2024 08:27am	Within 24 Hours	PFM
1433589	11/26/2024 12:20pm	Phone	Setup	N/A	Customer's assistant reported difficulties placing captioned calls on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	11/26/2024 12:44pm	Within 24 Hours	CBe
1438351	12/30/2024 11:13am	CapTel	Setup	N/A	Customer reported no audio during calls on the CapTel 840 in Analog Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	12/31/2024 07:07am	Within 24 Hours	CCF
1439400	01/06/2025 12:10pm	CapTel	Setup	N/A	Customer reported audio cutting out on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using a home wireless telephone service. CSR advised customer that the CapTel 840 is not designed for home wireless use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/06/2025 12:21pm	Within 24 Hours	CJB

Michigan 2024-2025 FCC CTS Complaint Report - Hamilton Relay
June 2024 - May 2025

1440570	01/13/2025 11:15am	Phone	Setup	N/A	Customer reported the CapTel 840PLUSSP is unable to receive captions.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840PLUSSP is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/13/2025 11:27am	Within 24 Hours	FB
1452875	03/24/2025 02:07pm	CapTel	Setup	N/A	Customer's son reported the CapTel 840 is no longer making captioned calls.	CSR's investigation revealed that the customer is attempting to connect to captions using a VoIP phone service. CSR advised customer that the CapTel 840 in Analog Mode is designed for use with analog lines and not for use with VoIP phone service and recommended switching the CapTel to IP Mode.	03/31/2025 02:50pm	Over 48 hours	RR
1456897	04/16/2025 01:17pm	Phone	Setup	N/A	Customer inquired about why the CapTel 840 in 1-Line Mode is unable to connect with captions.	CSR's investigation revealed that customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	04/16/2025 01:24pm	Within 24 Hours	EDS
1457882	04/23/2025 10:33am	Phone	Setup	N/A	Customer's assistant reported being unable to connect with caption on the CapTel 840 PLUSSP.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 PLUSSP in Analog Mode is not designed for fiber optic use and recommended switching the CapTel to IP Mode.	04/23/2025 10:43am	Within 24 Hours	CE
1458134	04/24/2025 03:10pm	Chat	Setup	N/A	In a live chat, customer's assistant reported the customer is unable to make successful outbound captioned calls on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for use on a fiber optic line and recommended obtaining an Internet-based CapTel that would use the Internet to support the captions.	04/24/2025 03:32pm	Within 24 Hours	BMc