

EXPLORE
YOUR
WORLD



June 06, 2019

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, 2018 through May 31, 2019
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Micronesian Telecommunications Corporation (d/b/a PTI) respectfully submits this letter in place of a TRS Consumer Complaint Log Summary. PTI certifies that there were no complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the twelve-month period ending May 31, 2019. Hamilton Relay, with corporate offices located at 1006 12th Street, Aurora, NE 68818, is under contract with PTI to provide Telecommunications Relay Service for Saipan.

Hamilton tracks all complaints and all other customer service activity for the Saipan Telecommunications Relay Service.

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

Please feel free to contact me at 671-777-7252 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read 'S Carrara'.

Steven Carrara
General Counsel
PTI Pacifica, Inc.