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June 11, 2019

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

e-file

RE: TRS Consumer Complaint Log Summaries for June 1, 2018 through May 31, 2019
CG DOCKET NO. 03-123

Dear Ms. Dortch,

On behalf of The Public Service Commission of the District of Columbia, Solix respectfully submits the Hamilton TRS Consumer Complaint Log Summary in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the period June 1, 2018 through May 31, 2019.

Hamilton Relay, with corporate offices located at 1006 12th Street, Aurora, NE 68818, was under contract with the District of Columbia to provide Telecommunications Relay Services for the reporting period. Hamilton tracks all complaints and all other customer service activity for the District of Columbia. The DC's consumer complaint summary is associated with complaints related to FCC TRS rules, complaints logs are appended herein.

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

The Public Service Commission of the District of Columbia certifies that Hamilton Relay has received one TRS complaint and no CapTel complaints in violation of FCC mandatory minimum standards for the time period June 1, 2018 through May 31, 2019.

Questions regarding the above reports may be addressed either to me at 973-581-5373 or to Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY.



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Pursuant to 47 C.F.R. Section 64.604(c)(2) Solix advises the FCC that the current posted information on the FCC website regarding the name and address of the state office that receives complaints, grievances, inquiries and suggestions is as follows:

Maurice Smith, Director
Office of the Consumer Services,
Public Service Commission of the District of Columbia
1325 G Street NW, Suite 800
Washington, DC 2005
Telephone numbers: voice 202-626-5120; Fax: 202-626-9210; TTY 711
Email: msmith@psc.dc.gov; website: <http://www.dcpsc.org>

For any questions regarding the District of Columbia, please contact myself at 973-581-5373 or Mr. Felix Otiji at 202-626-5136.

Sincerely,

A handwritten signature in black ink that reads "Sal Cooper". The signature is written in a cursive, flowing style.

Sal Cooper
Client Relations Manager, State Programs

Enclosed: TRS Consumer Complaint Log Summary
Cc: via email
Felix Otiji & Maurice Smith for DC Public Commission
Dixie Ziegler, for Hamilton

D.C. Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180613-000033	06/13/2018 01:57 PM		Mary	Mary	Customer stated when they call their parents, they are being routed through the Relay, but their parents are not Relay users.	06/13/2018 01:59 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

D.C. CapTel FCC Complaint Report 6/1/2018 to 5/31/2019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
There were no CapTel complaints in violation of FCC standards from June, 2018 to May, 2019.									