

BRIAN SANDOVAL
Governor



JANE GRUNER
Administrator
RICHARD WHITLEY, MS
Director

DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION
3416 Goni Road, Suite D132
Carson City, NV 89706
Telephone (775) 687-4210 • Fax (775) 687-0574
<http://adsd.nv.gov>

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, 2016 through May 31, 2017
CG DOCKET NO. 03-123

Dear Ms. Dortch,

June 15, 2017

The Nevada Department of Health and Human Services, Division of Aging and Disability Services, 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 1001 12th Street, Aurora, NE 68818, is under contract with the State of Nevada to provide Telecommunications Relay Service.

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

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Of the 23 total TRS complaints in Nevada, 19 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Care personnel have spoken with this user on several occasions to assist, and provided a home visit with the Nevada Relay Outreach Coordinator. Customer Care will continue to work with this relay user. In addition, Nevada Relay has received a total of 1 CTS complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 775-687-2492 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script, appearing to read "Betty A. Hammond".

Betty A. Hammond, MSW, CRC
Social Services Program Specialist III