



June 17, 2021

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, 2020 – May 31, 2021

CG DOCKET NO. 03-123

Dear Ms. Dortch,

On behalf of the Idaho Public Utilities Commission, I respectfully submit 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 Twelfth Street, Aurora, NE 68818, is under contract with the State of Idaho to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Idaho. Idaho'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.

According to Hamilton Relay, Idaho Relay received a total of 1 TRS and 1 CapTel complaint in violation of FCC mandatory minimum standards for the time period of June 1, 2019-May 31, 2020. One TRS and one CTS incident are therefore reflected in the report as an external complaint outside of Idaho Relay's scope of service, and that information is included in the Log Summary. Zero complaints were reported to consumer representatives with the Idaho Public Utilities Commission.

Hamilton will be providing the total number of interstate relay calls by type of TRS to be submitted to the FCC. Please contact me at 604-652-0447 or Dixie Ziegler, Hamilton Relay, at 1-800-618-4781 V/TTY with any questions regarding this letter and/or Summary Log.

Sincerely,

/Kelli Toohill/

Kelli Toohill
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604-652-0447