****

**To contact**

**your regional**

**AT Site**

**800-526-3648**

**www.atk.ku.edu**

A project

coordinated by the

University of Kansas

at Parsons

2601 Gabriel

Parsons, Kansas

67357

620-421-8367

620-421-0954 (FAX)

**Assistive**

**Technology**

**For**

**Kansans**

# June 27, 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, 2018

CG DOCKET NO. 03-123

Dear Ms. Dortch,

Kansas Relay Service, Inc. 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, provided Telecommunications Relay Service to Kansas for the period May 1, 2007 through December 31, 2018. The enclosed complaint log reflects this date.

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

Hamilton processes any complaint that 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.

Kansas Relay Service, Inc. has received a total of 1 TRS complaint in violation of FCC mandatory minimum standards for the time period June 1, 2017 through December 31, 2018. In addition, Kansas Relay Service has received a total of 0 CTS complaints in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 620-421-8367 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Sara Sack, Ph.D.

Director, Kansas Telecommunications Access Program and the Kansas Dual Party Relay Service

2601 Gabriel Ave.

Parsons, Kansas 67357