



Department of Public Health and Human Services

Disability Employment & Transitions Division ♦ Montana Telecommunications Access Program
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Greg Gianforte, Governor

Adam Meier, Director

June 18, 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 through May 31, 2021
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Montana Telecommunications Access Program (MTAP) 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, is under contract with the (MTAP) to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the Montana Relay Service. Montana'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, 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.

Montana Relay has received a total of 2 TRS and 0 CTS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2020 through May 31, 2021. There are incidents reflected in the report that were external complaints outside of Montana Relay's scope of service.

Please feel free to contact me at 406-444-4290 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Mary Taylor

Director- Montana Telecommunications and Access Program

mary.taylor@mt.gov