



DIVISION OF REHABILITATION SERVICES

Hillsview Plaza, 3800 East Highway 34

c/o 500 East Capitol Avenue

Pierre, South Dakota 57501-5070

Phone: (605) 773-3195 | TTY: (605) 773-6412

FAX: (605) 773-5483

Website: dhs.sd.gov

June 20, 2019

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

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2019. Sprint, South Dakota's contracted provider, has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota.

As mandated by the FCC, Sprint Accessibility, South Dakota's provider for TRS and CapTel services, has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for TRS. As indicated on the enclosed report, Sprint Accessibility did not receive any complaints for either service during the period between June 1, 2018 and May 31, 2019.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, Sprint will provide this information to the FCC concerning the number of interstate calls; however, Sprint will do so under seal since call volume information is proprietary and confidential. South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

If you have any questions pertaining to this consumer complaint log please contact South Dakota's TRS administrator Katie Gran at (605) 367-4657 or Katie.Gran@state.sd.us.

Sincerely,

Katie Gran
TRS administrator for South Dakota

Attachments

- 1) Sprint Accessibility Log Sheet



Sprint
Accessibility

South Dakota FCC Complaint Log

2018 - 2019

Complaint Tracking for SOUTH DAKOTA (06/01/2018-05/31/2019). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
-------	-------------------	---------------------	--------------------	---------------------------