



COMMONWEALTH of VIRGINIA

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DIRECTOR**

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June 25, 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 Virginia Department for the Deaf and Hard of Hearing (VDDHH) 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 Commonwealth of Virginia to provide our Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for VDDHH. Virginia's complaint summary is associated with complaints directly 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, via Live Chat, or received directly by VDDHH. We strive to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

Virginia Relay has received a total of 13 TRS and 1 CTS complaints in violation of FCC mandatory minimum standards for the requested period June 1, 2020 through May 31, 2021. There are incidents reflected in the report that were external complaints outside of Virginia Relay's scope of service.

Please feel free to contact me at 804-404-9090, email me at eric.raff@vddhh.virginia.gov, or contact Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding our log.

Sincerely,

A handwritten signature in black ink that reads "Eric Raff".

Eric Raff
VDDHH Director