

STEVE SISOLAK
Governor



RICHARD WHITLEY, MS
Director

DENA SCHMIDT
Administrator

DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES
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06/21/2019

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, 2019
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nevada Department of Health and Human Services Division of Aging and Disability Services 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 State of Nevada to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nevada. Nevada'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. Hamilton strives to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

Relay Nevada has received a total of 7 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2018 through May 31, 2019. In addition, Relay Nevada has received a total of 0 CTS complaints in violation of FCC minimum standards for the same time period. Attached are the CapTel and TRS complaint reports, including resolution.

Please feel free to contact me at 702-830-9103 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

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Sincerely,

Salvatore Fiorentino

Salvatore Fiorentino
Social Services Program Specialist III

Attachments: CapTel Complaint Report
TRS Complaint Report