

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



Arizona Commission
for the deaf and the hard of hearing
100 N 15th Avenue * Suite 104 * Phoenix, AZ 85007
acdhh.org

June 23, 2016

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2015 through May 31, 2016
CG DOCKET NO. 03-123

Attn: Office of the Secretary,

The Arizona Commission for the Deaf and Hard of Hearing 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. Our complaint log summaries will show data for TRS services provided by Sprint Relay from June 1, 2015 thru May 31, 2016.

Sprint Relay tracked all complaints and all other customer service activity for the State of Arizona. They processed any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in these reports, and normally provide a resolution to all complaints within 72 hours. The complaint enclosed has been resolved.

Arizona Commission for the Deaf and Hard of Hearing certifies that there were no pending complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c) (ii) of the FCC's rules for the time period June 1, 2015 through May 31, 2016.

Please feel free to contact me at 602-542-3383, or Ken Arcia with Sprint at 520-277-7278 V/VP, with any questions regarding the above.

Sincerely,

Sherri Collins,
Executive Director

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Complaint Tracking for Arizona (06/01/2015-05/31/2016). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/29/15	Arizona Voice Carry Over line 800-842-9818 is not working, it is going to Voice line. Apologized No follow up requested.	10/29/15	Engineering has confirmed that this number is working as it should or correctly (Voice Carry Over). This may be an issue with the customer's phone configuration. This issue was resolved on 10/29/15.

602-364-0990 TTY * 602-542-3323 V * 480-559-9441 VP * 800-352-8161 V/TTY * 602-364-0581 FAX * info@acdhh.az.gov

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf, deaf-blind, hard of hearing, and persons with speech difficulties to improve their quality of life.