



COMMONWEALTH of VIRGINIA

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DIRECTOR

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June 27, 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 Virginia Department 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. Hamilton Relay, with corporate offices located at 1006 12th Street, Aurora, NE 68818, is under contract with the Commonwealth of Virginia to provide Telecommunications Relay Service aka Virginia Relay.

Hamilton tracks all complaints and all other customer service activity for the Commonwealth of Virginia. Virginia'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, website, in person, in writing or via Live Chat. Hamilton strive to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

Virginia Relay has received 12 TRS complaints in violation of FCC mandatory minimum standards for the period July 31, 2018 through May 31, 2019. In addition, Virginia Relay has received a total of 0 CTS complaints in violation of FCC minimum standards for the same period.

Please feel free to contact me at 804-404-9090 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

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

Eric Raff
VDDHH Director