



Iowa Utilities Board

Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Geri D. Huser, Chair
Elizabeth S. Jacobs, Board Member
Nick Wagner, Board Member

June 23, 2016

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, 2015 through May 31, 2016
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The State of Iowa, Iowa Utilities Board 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 1001 12th Street, Aurora, NE 68818, is under contract with the Iowa Utilities Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Iowa. Iowa's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

Relay Iowa has received a total of seven complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through May 31, 2016. In addition, Relay Iowa has received a total of one CTS complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 515-725-7340 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Joni Nicoll
Project Manager, Relay Iowa