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## NATELLE DIETRICH

### Staff Director

July 1, 2019

Marlene H. Dortch

Office of the Secretary

Federal Communications Commission

445 12th Street, SW

Room TW-A325

Washington DC 20554

Re: **CG Docket No. 03-123**

**(**TRS Consumer Complaint Log Summary for June 1, 2018 through May 31, 2019)

Dear Ms. Dortch:

Pursuant to the requirements of 47 CFR § 64.604(c)(1)(i), the Missouri Public Service Commission hereby submits the attached Telecommunications Relay Service (TRS) complaint log summary for Missouri. Sprint is under contract to provide TRS in Missouri. Missouri’s contract specifies Sprint will comply with all FCC requirements relevant to the provisioning of TRS and CapTel services including maintaining a customer complaint log. The log must include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution. The attached log covers the time period from June 1, 2018 through May 31, 2019. In addition, it should be noted that no complaints were lodged with the Missouri Commission regarding TRS or CapTel services during this same time period.

The FCC’s May 31, 2019 Public Notice reminding states and TRS providers to file an annual summary of consumer complaints by July 1, 2019 includes a request to file the total number of interstate relay calls by type of TRS. It is our understanding Sprint will separately file the requested call usage information with the FCC on a confidential basis.

If you have any questions, let us know.

Respectfully submitted,

**/s/ Whitney Payne**

Whitney Payne

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Attached: Sprint consumer complaint log