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###### Public Service Commission

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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 May 16, 2018 through May 31, 2019

CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Kentucky Public Service Commission 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 Kentucky to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Kentucky. Kentucky’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. We strive to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

Kentucky Relay has received a total of 6 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2018 through May 31, 2019. In addition, Kentucky Relay has received a total of 1 CTS complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 502-782-2661 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Jim Stevens

Kentucky Public Service Commission