



Office of the Deaf and Hard of Hearing  
Aging and Long-Term Support Administration

*Transforming Lives*

June 27, 2018

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2017 through May 31, 2018  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Washington Office of 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 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Washington to provide Telecommunications Relay Service.


Hamilton tracks all complaints and all other customer service activity for the State of Washington. Washington'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.

Of the 29 total TRS complaints in Washington, 14 of them were expressed from a relay user who has had difficulty with our procedures and processes. Customer Service personnel and Hamilton Relay Management have spoken with this user on several occasions to assist, but this customer still does not fully understand Hamilton Relay policy and procedures. Customer Service will continue to work with this relay user. In addition, Washington Relay has received total of 1 CTS complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 360-339-7762 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

  
Steven Peck, CPM  
TRS Program Manager  
Aging and Long-Term Support Administration  
Office of the Deaf and Hard of Hearing