

NEBRASKA

PUBLIC SERVICE COMMISSION



COMMISSIONERS:
ROD JOHNSON
CRYSTAL RHOADES
MARY RIDDER
TIM SCHRAM
DAN WATERMEIER

June 28, 2021

Commission's Secretary
Office of the Secretary
Federal Communications Commission
45 L Street, NE
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2020 through May 31, 2021
CG DOCKET NO. 03-123

Dear Commission's Secretary:

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(1)(i) of the FCC's rules. The enclosed complaint log reflects the period June 1, 2020 through May 31, 2021.

T-Mobile 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. Complaints are resolved within 24 hours unless otherwise noted.

Nebraska Relay Service provided by T-Mobile incurred no complaints in violation of FCC mandatory minimum standards for the time period June 1, 2020 through May 31, 2021.

Please feel free to contact myself at 402-471-0225 Voice or Email: steve.stovall@nebraska.gov or Emma Danielson with T-Mobile; Voice/TTY: 800 676-3777, VP: 217 718-5661 or Email: emma.danielson@t-mobile.com with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant
Nebraska Public Service Commission

Michael G. Hybl, Executive Director
Public Service Commission

P.O. Box 94927 OFFICE 402-471-3101 FAX 402-471-0254
300 The Atrium, 1200 N Street CONSUMER HOTLINE 800-526-0017
Lincoln, Nebraska 68509

psc.nebraska.gov



Nebraska FCC Complaint Log

2020 - 2021

Complaint Tracking for NE (06/01/2020-05/31/2021). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Date Generated: Fri, Jun. 4th, 2021 @ 03:08:48 PM CT