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June 25, 2021

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 May 16, 2020 through May 31, 2021  
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 12<sup>th</sup> 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, website, 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 7 TRS and 1 CTS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2020 through May 31, 2021. There are incidents reflected in the report that were external complaints outside of Kentucky Relay's scope of service.

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