



Public Service Commission

THAD LeVAR
Chair

DAVID R. CLARK
Commissioner

JORDAN A. WHITE
Commissioner

State of Utah

GARY R. HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

June 28, 2016

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 June 1, 2015 through July 31, 2015
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Utah 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 1001 12th Street, Aurora, NE 68818, provided Telecommunications Relay Service to Utah for the period June 1, 2015 through July 31, 2015. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of Utah. Utah's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton 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. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Relay Utah has received a total of two (2) complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through July 31, 2015.

Please feel free to contact me at 801-530-6713 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in blue ink, appearing to read "Gary L. Widerburg".

Gary L. Widerburg
Commission Secretary
Public Service Commission of Utah
801-530-6713



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June 28, 2016

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 August 1, 2015 through May 31, 2016
CG DOCKET NO. 03-123

Dear Ms. Dortch,

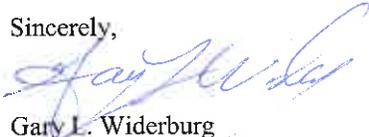
The Public Service Commission of Utah respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Sprint Relay provided Telecommunications Relay Service to Utah for the period of August 1, 2015 through May 31, 2016. The enclosed complaint log reflects this date.

Sprint Relay tracks all complaints and all other customer service activity for the State of Utah. Utah's complaint summary is associated with complaints related to FCC TRS rules.

Relay Utah has received a total of one (1) complaint for the time period August 1, 2015 through May 31, 2016.

Please feel free to contact me at 801-530-6713 with any questions regarding the above.

Sincerely,


Gary L. Widerburg
Commission Secretary
Public Service Commission of Utah
801-530-6713