



Sal Cooper  
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June 28, 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: REVISED - TRS Consumer Complaint Log Summaries for June 1, 2020 through May 31, 2021  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

On behalf of The Public Service Commission of the District of Columbia, Solix respectfully submits the Revised Hamilton TRS Consumer Complaint Log Summary 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 District of Columbia to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the District of Columbia. DC'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. They strive to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

D.C. Relay has received one TRS complaint and no CapTel complaints in violation of FCC mandatory minimum standards for the time period June 1, 2020 through May 31, 2021.

Questions regarding the above reports may be addressed either to me at 973-581-5373 or to Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.



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Pursuant to 47 C.F.R. Section 64.604(c)(2) Solix advises the FCC that the current posted information on the FCC website regarding the name and address of the state office that receives complaints, grievances, inquiries and suggestions is as follows:

Maurice Smith, Director  
Office of the Consumer Services,  
Public Service Commission of the District of Columbia  
1325 G Street NW, Suite 800  
Washington, DC 2005  
Telephone numbers: voice 202-626-5120; Fax: 202-626-9210; TTY 711  
Email: [msmith@psc.dc.gov](mailto:msmith@psc.dc.gov); website: <http://www.dcpssc.org>

For any questions regarding the District of Columbia, please contact myself at 973-581-5373 or Mr. Felix Otiji at 202-626-5136.

Sincerely,

A handwritten signature in black ink that reads "Sal Cooper". The signature is written in a cursive, flowing style.

Sal Cooper  
Client Relations Manager, State Programs

Enclosed: TRS Consumer Complaint Log Summary  
Cc: via email  
Felix Otiji & Maurice Smith for DC Public Commission  
Dixie Ziegler, for Hamilton

**DC Relay 2020 - 2021 TRS FCC Complaint Report  
June 2020 - May 2021**

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
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The incidents below reflect activity that DC Relay is aware of that is outside of its scope of service.

253067	11/26/2020 05:00 PM		Email	Erica	Erica	Customer stated their STS call while using a text to speech app not associated with Hamilton's services on their tablet was unsuccessful.	06/22/2021 04:19 PM	Customer Care apologized and forwarded information to the technical department, who researched the issue and could not find successful calls through Relay on the date provided by the customer. Further research showed successful calls through Relay starting in February and March of 2021.	External Complaints	
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## DC CapTel FCC Complaint Report 6/1/2020 to 5/31/2021

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
There were no CapTel complaints in violation of FCC standards from June 2020 to May 2021.									