



Gerri D. Huser, Chair
Nick Wagner, Board Member
Richard W. Lozier, Jr., Board Member

June 21, 2019

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, 2018 through May 31, 2019
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The State of Iowa, Iowa Utilities Board respectfully submits the enclosed complaint log in connection with the provisioning of telecommunications relay service (TRS) pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay (Hamilton), with corporate offices located at 1006 12th St., Aurora, NE 68818, is under contract with the Iowa Utilities Board to provide TRS.

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

Relay Iowa has received a total of nine TRS complaints which violated FCC mandatory minimum standards for the time period June 1, 2018, through May 31, 2019. In addition, Relay Iowa has received a total of two CTS complaints which violated FCC minimum standards for the same time period.

Please feel free to call me at 515-725-7367 or call Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

/s/ Kelsey Seaberg
Kelsey Seaberg
Project Manager, Dual Party Relay Service
Iowa Utilities Board