



COLORADO

**Department of
Regulatory Agencies**

Public Utilities Commission

Eric Blank, Chairman
John Gavan, Commissioner
Megan Gilman, Commissioner
Doug Dean, Director

Patty Salazar, Executive Director
Jared Polis, Governor

Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

June 28th, 2021

Marlene H. Dortch
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

RE: CG Docket # 03-123

Colorado TRS and CapTel Services for individuals with hearing or speech loss: Consumer Complaint Log Summaries from July 1, 2020 to May 31, 2021 pursuant to 47 C.F.R. 64.604(c)(1)(ii).

Dear Ms. Dortch,

Please find the Telecommunication Relay Service Annual Consumer Complaint Log Summaries from the State of Colorado.

If I can be of further assistance, you can reach me via the contact information below. Thank you.

Sincerely,

Holly Bise
State Relay Administrator
Colorado Public Utilities Commission
holly.bise@state.co.us
303-894-2024





Colorado FCC Complaint Log

2020 - 2021

Complaint Tracking for COLORADO (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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June 24, 2021

Holly Bise
State Relay Administrator
Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Bise,

T-Mobile has provided to you the following information to support your filing with the FCC for the State of Colorado:

- An annual Complaint Log which includes complaints received between June 1, 2020 and May 31, 2021 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), T-Mobile has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line as above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed T-Mobile that the provision of call volume data will be voluntary. Therefore, you are not required to provide the number of relay calls with your report and your submission will be considered to be in compliance with the Rules without such information. T-Mobile has decided to provide information to the FCC concerning the number of interstate calls. However, T-Mobile will do so under seal as call volume information is proprietary and confidential.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Comments may be filed electronically using the Internet by accessing the ECFS: <https://www.fcc.gov/ecfs/filings>. Filers should follow the instructions provided on the website for submitting comments.
- Paper Filers:
 - Parties who choose to file by paper must file an original and one copy of each filing.
 - Filings can be sent by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.
 - Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.

- U.S. Postal Service first-class, Express, and Priority mail may be addressed to 45 L Street, NE, Washington, DC 20554.
- During the time the Commission's building is closed to the general public and until further notice, if more than one docket or rulemaking number appears in the caption of a proceeding, paper filers need not submit two additional copies for each additional docket or rulemaking number; an original and one copy are sufficient.

This is due to the FCC on or before Thursday, July 1, 2021.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person, office, or both for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,



Kris Shipley
Accessibility Relationship Manager
Colorado Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice