



Governor Kim Reynolds
Lt. Governor Adam Gregg

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

June 29, 2018

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, 2017 through May 31,
2018 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 Federal Communications Commission's (FCC) rules. Hamilton Relay, with corporate offices located at 1006 12th Street, Aurora, NE 68818, is under contract with the Iowa Utilities Board to provide Telecommunications Relay Service.

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 Relay processes any complaint, which originates via a toll-free telephone number, e-mail, web-site, in person, in writing or via Live Chat. Those complaints and resolutions are reflected in this report. Hamilton Relay normally provides a resolution to all complaints within 72 hours. The enclosed complaints are resolved.

Relay Iowa has received a total of ten TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017, through May 31, 2018. In addition, Relay Iowa has received a total of one Caption Telephone Service (CTS) complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at katelyn.lynch-butcher@iub.iowa.gov or (515) 725-7362 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

/s/ Katelyn Lynch-Butcher

Katelyn Lynch-Butcher
Project Manager, Relay Iowa
Iowa Utilities Board
1375 E. Court Avenue
Des Moines, IA 50319-0069