

Steve Sisolak
Governor

Richard Whitley, MS
Director



DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Aging and Disability Services Division
Helping people. It's who we are and what we do.



Dena Schmidt
Administrator

June 29, 2021

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, 2020 through May 31, 2021
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nevada Department of Health and Human Services Division of Aging and Disability Services 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. T-Mobile Accessibility, with corporate offices located at 6200 Sprint Parkway, Overland Park, Kansas 66251, provided Telecommunications Relay Service to Nevada for the period June 1, 2020 through May 31, 2021. The enclosed complaint log reflects this date.

T-Mobile Accessibility tracks all complaints and all other customer service activity for the State of Nevada. Nevada's complaint summary is associated with complaints related to FCC TRS rules.

T-Mobile Accessibility processes any complaint which originates via a toll-free telephone number, e-mail, website, 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 Nevada has received a total of 2 TRS complaints in violation of FCC mandatory minimum standards for the period June 1, 2020 through May 31, 2021.

Please feel free to contact me at 702-830-9103 or Ken Arcia with T-Mobile Accessibility at 520-277-7278 with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "Salvatore Fiorentino".

Salvatore Fiorentino
Social Services Program Specialist III

Attachments: Nevada FCC Log Report June 1, 2020 – May 31, 2021

Regional Office

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