



# State of New Mexico Commission for Deaf & Hard of Hearing

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Susana Martinez, Governor

G. Nathan Gomme, Executive Director

June 29, 2018

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> 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 New Mexico Commission for Deaf and Hard of Hearing Persons 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. Hamilton Relay, with corporate offices located at 1006 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of New Mexico to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of New Mexico. New Mexico'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 New Mexico has received a total of 3 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017 through May 31, 2018. In addition, Relay New Mexico has received a total of 1 CTS complaint in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 505-796-5441 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

George Nathan Gomme  
Executive Director

New Mexico Commission for Deaf and Hard of Hearing