

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



July 2, 2021

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**VIA ECFS**

**RE: TRS Consumer Complaint Log Summaries for June 1, 2020 through May 31, 2021  
CG DOCKET NO. 03-123**

Dear Ms. Dortch,

The California Public Utilities Commission 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 California to provide Telecommunications Relay Service.

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

California Relay has received a total of **203 TRS** and **75 CTS** complaints in violation of FCC mandatory minimum standards for the time period June 1, 2020 through May 31, 2021. There are incidents reflected in the report that were external complaints outside of California Relay's scope of service.

Of the 203 total TRS complaints in California, 92 of them were expressed from three relay users who have had difficulty understanding what relay is and how to best use the relay. Customer Care personnel and Hamilton Relay Management have spoken with these users on several occasions to assist, but these customers still do not fully understand telecommunications relay service. Customer Care will continue to work with these relay users.

Please feel free to contact me at 916-327-6772 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

/s/ LISA-MARIE G. CLARK

Lisa-Marie G. Clark  
Staff Counsel

Enclosures

390897194