Assistive Technology For Kansans

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Coordinated by the
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June 15, 2015

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, 2014 through May 31, 2015
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Kansas Relay Service, Inc. 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 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kansas to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Kansas. Kansas' complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of two equal access complaints in which the carrier involved is still working to become a carrier through relay.

Kansas Relay Service, Inc. has received a total of 17 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2014 through May 31, 2015.

Please feel free to contact me at 620-421-8367 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Sara Sack

Sara Sack, Ph.D.
Director, Kansas Telecommunications Access Program and the Kansas Dual Party Relay Service
2601 Gabriel Ave.
Parsons, Kansas 67357