STATE OF CALIFORNIA EDMUND G. BROWN JR., *Governor*

PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

June 29, 2015

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Re: California Public Utilities Commission Telecommunications Relay Service Transmission of 2014-15 Customer Complaint Log Summaries; Substantive Change to the California TRS Program; Docket No.03-123

Dear Ms. Dortch:

The California Public Utilities Commission (CPUC), by this letter, is transmitting to the FCC copies of the California Telecommunications Relay Service (TRS) customer complaint log summaries.

Complaint Log Summaries

Attached to this letter are copies of the TRS customer complaint log summaries for the two providers of telecommunications Relay Service (TRS) in California – AT&T and Hamilton. In addition, we are transmitting a copy of the complaint log summary prepared by our contract administrator for the CPUC's Deaf and Disabled Telecommunications Program (DDTP). All of these summaries cover the period from June 1, 2014 through May 31, 2015. We are submitting these summaries electronically, as FCC staff has requested in the past. If the FCC wishes to receive the files on disc and/or by hard copy, please notify me and I will send them in that format as well. We believe that these summaries conform to the FCC's guidelines for submission.

Substantive Program Change

In addition, pursuant to 47 C.F.R. § 64.606(f)(1), the CPUC here informs the FCC of a substantive change in California's telecommunications relay service.

Prior to June 2, 2015, both AT&T Relay and Hamilton Relay provided relay service in California. As of June 2, 2015, AT&T is no longer relaying any calls from California, leaving Hamilton Relay as the sole provider for California Relay Service. The CPUC is making no other changes to California's programs, services, or features, and California will continue to meet federal mandatory minimum standards.

If FCC staff has any questions about the attached summaries or the substantive change we are reporting here, please do not hesitate to contact me by e-mail at helen.mickiewicz@cpuc.ca.gov, or by telephone at (415) 703-1319.

Sincerely,

/s/ HELEN M. MICKIEWICZ
Helen M. Mickiewicz
Assistant General Counsel

HMM:rar