



Deaf and Disabled
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June 19, 2015

Helen M. Mickiewicz, Legal Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Re: CG Docket No. 03-123
FCC Annual Summary of Consumer Complaints

Dear Ms. Mickiewicz,

Enclosed please find copies of AT&T Relay, Hamilton Relay, and DDTP's June 1, 2014 through May 31, 2015 customer complaint logs and the log summaries for AT&T and DDTP for the same period. Hamilton will send their log summary to the FCC under protective seal as a confidential filing.

These files are being submitted for the CPUC to review and forward to the FCC before the July 1, 2015 filing deadline.

The FCC needs the contact person and/or office, phone numbers (voice, TTY, fax), email address and physical address for complaints, questions, etc. the public have regarding California's relay service or providers.

Submissions may be filed either electronically or by paper.

To file the submission electronically, access the Electronic Comment Filing System (ECFS): <http://apps.fcc.gov/ecfs/> and follow the instructions provided on the website for submitting comments. The Proceeding No. is 03-123.

Submissions filed by paper must include an original and one copy of each submission. The filing must reference CG Docket 13-123 and be addressed to:

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

I have verified that the vendor's reports follow the FCC's guidelines for submission.

FCC requires states to notify any substantive changes in their TRS programs within 60 days of when they occur. Below is the information for a short letter for CD to review and file with the FCC:

Re: CG Docket No. 03-123
Notice of Substantive Change to the California Relay Service

Pursuant to 47 C.F.R. § 64.606(f)(1), the California Public Utilities Commission is hereby informing the Federal Communications Commission of a substantive change in California's telecommunications relay service.

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

Should you have any questions or concerns please do not hesitate to contact me.

Sincerely,

David Weiss
CRS Department Manager

CC: Linda Gustafson, CPUC
John Birznieks, CPUC
Barry Saudan, CCAF

Enclosed: Copy of the FCC's Public Notice, CG Docket No. 03-123
One copy of AT&T Relay's TRS/STS Customer Complaint Log
One copy of AT&T Relay's Summary Log
One copy of Hamilton Relay's TRS/STS Customer Complaint Log
One copy of Hamilton Relay's CTS Customer Complaint Log
One copy of DDTP's TRS/STS Complaint Log
One copy of DDTP's CTS Complaint Log
One copy of DDTP's Summary Log