



Department of Public Health and Human Services

Disability Employment & Transitions Division ♦ Montana Telecommunications Access Program

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Steve Bullock, Governor

Richard H. Opper, Director

June 24, 2015

Received & Inspected

JUN 26 2015

FCC Mail Room

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,

The Montana Telecommunications Access Program (MTAP) 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 (MTAP) to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the Montana Relay Service. Montana's 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.

Montana Relay has received a total of 1 complaint 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 406-444-4290 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Barbara Varnum, MS, CRC
Director/Montana Telecommunications Access Program
bvarnum@mt.gov

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Montana Relay 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA by	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
650253	10/31/2014		Dawn	Dawn	Customer stated when their number is dialed, it reaches the Montana Relay.	10/31/2014	Customer Care referred the customer to their telephone service provider to check about any calling forwarding features that have been activated on their account. Customer was satisfied.	External Complaints - Miscellaneous

Montana CapTel FCC Complaint Report 6/1/2014 to 5/31/2015

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
						There were no CapTel complaints in violation of FCC standards from June, 2014 to May, 2015.			