

Josephine Farkas
Manager
State Program Management
jfarkas@solixinc.com



30 Lanidex Plaza West
Parsippany, NJ 07054
Phone: 973-581-5282
www.solixinc.com

October 16, 2015

Re: TRS Consumer Complaint Log Summaries
June 1, 2014 through May 31, 2015
CG Docket No. 03-123
DA 14-831

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

e-file

Dear Secretary:

On behalf of The Public Service Commission of the District of Columbia, Solix is pleased to submit the Hamilton TRS Consumer Complaint Log Summary in connection with the provisioning of the Telecommunications Relay Services in the District of Columbia pursuant to Section 64.604(c)(1)(ii) of the FCC rules for the period June 1, 2014 through May 31, 2015.

Hamilton with corporate offices located at 1001 12th Street, Aurora, NE 68818 was under contract with the Public Service Commission for provisioning of the Telecommunications Relay Services for the reporting period. Hamilton tracks all complaints and all other customer service activity for the District of Columbia. The DC consumer complaint logs are appended herein.

The Public Service Commission of the District of Columbia certifies that Hamilton received a total of three (3) complaints in connection with the provisioning of the Telecommunications Relay Services pursuant to 47 C.F.R. section 64.604(c)(1)(ii) of the FCC's rules for the time period June 1, 2014 through May 31, 2015. The enclosed complaints shown are resolved.

Questions regarding the above reports may be addressed either to me at 973-581-5282 or to Dixie Ziegler at Hamilton Relay at 800-618-4781 V/TTY.

State Contact Information:

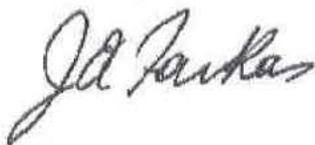
Pursuant to 47 C.F.R. § 64.604(c)(2) Solix advises the FCC that the currently posted information on the FCC website regarding the name and address of the state office that receives complaints, grievances, inquiries and suggestions is as follows:

Maurice Smith, Director
Office of the Consumer Services,
Public Service Commission of the District of Columbia
1333 H Street, NW, East Tower, 6th Floor
Washington, DC 2005
Telephone numbers: voice 202-626-5120; Fax: 202-626-9210
Email: msmith@psc.dc.gov; website: <http://www.dcpsc.org>

Mail to: Office of Consumer Services
Public Service Commission of the District of Columbia
1333 H Street NW, 2nd Floor
Washington, DC 2005

For any questions regarding the District of Columbia, please contact, either myself at 973-581-5282 or Mr. Felix Otiji at 202-626-5136. .

Sincerely,



Josephine Farkas
Manager, State Funds

Enc: TRS Consumer Complaint Log Summary

Cc: via email

Felix Otiji & L. Jordan for DC Public Commission
Dixie Ziegler, for Hamilton

D.C. Relay 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
262063	7/15/2014		Tyna	Tyna	Customer states having problem making a local call.	7/15/2014	Customer Service was experiencing garble and was unable to read customer's typing. Customer Service however still typed to the customer and referred them to their phone service provider for further assistance. Customer disconnected.	Technical Complaints - Miscellaneous
425938	2/6/2015		Tina	Tina	Customer stated a call that is suppose to be local is now saying long distance dialing ATT.	2/17/2015	Customer Care apologized and gathered call information to send to technical. Customer Care forwarded information to the technical deaprtment; which discovered the long distance calling radius for DC was updated to the correct radius. The call the customer is making is now going to be long distance. Customer was notified.	Technical Complaints - Long Distance/Billing Issues
147999	5/30/2015		Dan	Dan	Customer inquired why calls that should have been local were being billed as long distance.	5/30/2015	Customer Care attempted to gather call information but customer refused. Customer Care referred the customer to their telephone service provider for information about billing and local calling area. Customer disconnected.	Technical Complaints - Long Distance/Billing Issues

D.C. CapTel FCC Complaint Report 10/24/2014 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 October, 2014 to May, 2015.			