



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
OFFICE OF THE DEAF AND HARD OF HEARING

July 7, 2004

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

Dear Ms. Dortch:

As mandated by the Federal Communications Commission (FCC), the Office of the Deaf and Hard of Hearing (ODHH) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a report and summary to file with the FCC. Enclosed please find the annual complaint log for the State of Washington and a summary, which indicates the number of complaints, received by ODHH ending May 31, 2004.

Should you have any questions concerning this summary or report log, please contact our designated FCC contact person, Robert Lichtenberg, at (360) 902-8000 TTY/V.

Best Regards,

Robert Lichtenberg  
Washington Relay Administrator

Best Regards,

Steven C. Peck  
FCC Compliance Officer

Enclosures:

- 1) Annual Log of Consumer Complaints for period of June 1, 2003 – May 31, 2004
- 2) Annual Tally Report for period of June 1, 2003 – May 31, 2004
- 3) 3.5 diskette with files in Word doc format

cc: Tim Brown, DSHS/HRSA  
Eric Raff, ODHH  
Kristen Russell, WUTC  
Dan Brubaker, Sprint  
Erica Myers, FCC

