

June 28, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Room TW-B204
Washington, D. C. 20554

Re: CG Docket No. 03-123
The State of Texas Annual Complaint Report

Dear Secretary,

The Public Utility Commission of Texas (PUCT) respectfully submits the Relay Texas annual complaint report and log report as mandated by the Federal Communications Commission.

Three files will be electronically filed:

- FCC Complaint Cover Letter 207.doc,
- FCC 2007 – Complaint Report on TX Tally.xls and
- FCC Complaint Tracking TX 2007.doc.

The period for the report is June 1, 2006 through May 31, 2007. These records focus on intrastate relay calls as processed in Texas. Sprint Relay is the current TRS provider for Relay Texas. Sprint has indicated they will file complaints on interstate data directly to the FCC.

Relay Texas processed approximately 5 ½ million session minutes and a little over 2 million relay calls from June 1, 2006 through May 31, 2007. The Texas TRS provider processes 80% of its relay calls in Texas at the Lubbock and Austin relay centers. Twenty percent of Relay Texas calls were processed at one of the other 11 relay centers. Texas relay minutes and calls have experienced more than 50% reduction on call volume due to the popularity of Internet-enabled relay services.

The total numbers of complaints was 86. Of the 86 complaints, 20 were CapTel related, 13 were VCO related, 3 were from STS, and rest are with TTY as well as a few voice callers.

The general practice of the complaint procedure in Texas is that all of the complaints from Texas centers, as well as other Sprint relay centers, were first filed with either the supervisor or Sprint support service, during or after the call. The complaints were resolved in a timely fashion. None of these complaints were formally escalated for action to the PUCT or to the FCC.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Bosson". The signature is written in a cursive style with a large, looped initial "E" and "B".

Ed Bosson

Relay Texas Administrator