

Paul Hudson
Chairman

Julie Caruthers Parsley
Commissioner

Barry T. Smitherman
Commissioner

W. Lane Lanford
Executive Director



Public Utility Commission of Texas

June 30, 2008

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

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

Dear Secretary,

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

Three files will be electronically filed including this letter: 2008 FCC Cover Letter, 2008 TX Annual Tally Complaint, and 2008 Complaint Report Excel June 2007 thru May 2008.

Relay Texas processed approximately 4.5 million conversation minutes from June 2007 thru May 2008. Out of these, 105 complaints were logged.

Texas TRS 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 Sprint relay centers. All of these complaints from Texas centers as well as other Sprint relay centers were filed with supervisors; the complaints were appropriately identified as coming from Texas relay calls. All of these 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 that reads "Ed Resum".

Printed on recycled paper

An Equal Opportunity Employer

Ed Bosson
Relay Texas Administrator