

Marlene Dortch, Secretary
Federal Communications Commission
Office of the Secretary
9300 East Hampton Drive
Capitol Heights, MD 20743

June ??, 2010

Subject: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

Thank you for the opportunity to provide you with the information on Tennessee's consumer complaint logs for June 1, 2010 through May 31, 2011.

All of the consumer complaints regarding the Tennessee Relay Services have been resolved satisfactorily. Sprint CapTel was the contracted Tennessee CapTel provider from June 1, 2010 until August 31, 2010 for this reporting period. Sprint Tennessee CapTel Customer Service recorded zero (0) complaints for the reporting period. Hamilton CapTel is the current Tennessee CapTel contracted provider and reports twenty one (21) complaints for this reporting period. Of the twenty one (21) complaints for Hamilton Tennessee CapTel, seven (7) were complaints in violation of FCC mandatory minimum standards. The Tennessee Relay Service contracted provider, Go America Relay (Purple Relay) Customer Service, recorded twelve (12) complaints for the reporting period. A narrative of resolution accompanies each customer call within the logs. There was one (1) complaint filed directly with Tennessee Regulatory Authority against Go America Relay. All complaints were responded to promptly and resolved satisfactorily.

If you need more information please contact me at 615-741-3939, extension 206 or by email at Miki.Klein@tn.gov .

Sincerely,

Miki M Klein
TDAP and Relay Services Coordinator
Tennessee Regulatory Authority