



Received & Inspected

JUN 30 2011

FCC Mail Room

Angela Officer  
Senior Program Manager  
Sprint Relay  
12524 Sunrise Valley Drive,  
Reston, VA 20196

June 28, 2011

Mark Stone, Deputy Bureau Chief  
Consumer and Governmental Affairs Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: 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 Mr. Stone:

As directed in the above subject Docket, please find the following enclosed document:

***The State of Delaware's TRS Annual Complaint Log, which includes the number of complaints received for the period of June 1, 2010 and May 31, 2011, that allege a violation of the federal TRS mandatory minimum standards, the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.***

Although the order asks that the state submits such information, per the state of Delaware's request, Sprint is submitting this to comply with a contract requirement that requires the service provider is to submit complaint logs to the FCC.

Please do not hesitate to contact me with any questions or concerns.

Sincerely,

A handwritten signature in cursive script that reads "Angie Officer".

Angie Officer  
Sr. Program Manager  
Delaware Relay Service

Attachments:

- 1) Complaint Log Sheet

No. of Copies rec'd 0  
List ABCDE

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**Delaware  
FCC Complaint Log  
2010 - 2011**

Complaint Tracking for DE (06/01/2010-05/31/2011). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/18/11	A customer stated that the Operator did not follow their instructions to connect TTY to TTY. The customer waited but received no response from the outbound TTY customer. Apologized for the inconvenience and asked if the customer would like a follow up. No follow up was requested.	02/18/11	Supervisor met with the Operator and the Operator stated that they remembered the call. The Operator explained that the TTY inbound did connect to the TTY outbound. The Operator remembered seeing the yellow banner on their screen advising that the TTY to TTY call was in progress, and the Operator should log into another station. The Operator described how the call was processed, and it appeared that the Operator followed protocol. The Operator explained that they have only ever experienced one other TTY to TTY call which was over a week ago.