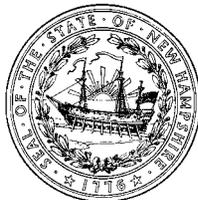


THE STATE OF NEW HAMPSHIRE

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Thomas B. Getz

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EXECUTIVE DIRECTOR  
AND SECRETARY  
Debra A. Howland



**PUBLIC UTILITIES COMMISSION**  
21 S. Fruit Street, Suite 10  
Concord, N.H. 03301-2429

Tel. (603) 271-2431

FAX (603) 271-3878

TDD Access: Relay NH  
1-800-735-2964

Website:  
[www.puc.nh.gov](http://www.puc.nh.gov)

**Received & Inspected**

**JUN 20 2011**

**FCC Mail Room**

June 24, 2011

Marlene Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington DC 20554

Re: CG Docket No. 03-123  
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2010 through May 31, 2011 for the State of New Hampshire's Relay Service. These are complaints received by Sprint, the relay provider in New Hampshire. Please be advised it is our understanding that Sprint Relay will be providing the requested information relative to the number of interstate relay calls. Such information will be provided directly to the FCC by Sprint Relay.

The NH Public Utilities Commission received no complaints regarding Relay Service in the above mentioned period. Should you have any questions, please feel free to contact me at 603-271-1164 or [amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov).

Sincerely,

A handwritten signature in cursive script that reads "Amanda O. Noonan".

Amanda O. Noonan  
Director, Consumer Affairs

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**New Hampshire  
FCC Complaint Log  
2010 - 2011**

Complaint Tracking for NH (June 1, 2010 – May 31, 2011). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	5/23/2011	NH Voice Carry-Over customer complained that they continued receiving greeting with garbling on incoming relay calls. The customer receives, "end of greeting, voice or type now" go ahead. The customer stated that they did not receive the Communication Assistant's ID and had to ask for it.	06/23/2011	The Sprint technician attempted to troubleshoot with the customer. The customer needs a home visit scheduled in order to test a live call. The outreach specialist will also demonstrate a CapTel phone to her.
2	5/23/2011	NH Voice Carry-Over user complained that they are continuing to have problems with greeting garbling on incoming NH relay calls. Customer receives "end of greeting, voice or type now" go ahead, but not at the beginning of the call and they do not receive the Communication Assistant's ID number.	06/23/2011	The Sprint technician had difficulty communicating with the customer on the telephone. A home visit has been scheduled, where live calls can be made, with the support of the outreach specialist.