



Your connection to the world

P.O. Box 500306
Saipan, MP 96950

Received & Inspected

JUL 14 2011

FCC Mail Room

June 27, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2010 through May 31, 2011
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Micronesian Telecommunications Corporation (d/b/a PTI) respectfully submits this letter in place of a TRS Consumer Complaint Log Summary and certifies that there were no complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the twelve-month period ending May 31, 2011. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with PTI to provide Telecommunications Relay Service for the Island of Saipan (the Island of Saipan is a United States Territory).

Hamilton tracks all complaints and all other customer service activity for the Saipan Telecommunications Relay Service. Saipan's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing

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- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours.

As stated previously, Micronesian Telecommunications Corporation certifies that there were no complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the twelve-month period ending May 31, 2011.

Please feel free to contact myself at 670-682-2609 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Rose Soledad
 Micronesian Telecommunications Corp.
 Regional Controller