

Janice K.
Brewer
Governor



Sherri L.
Collins

June 20, 2012

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, 2011 through May 31, 2012

CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Arizona Commission for the Deaf and the Hard of Hearing respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, was under contract with the State of Arizona during this reporting period to provide Telecommunications Relay Service.

Hamilton tracked all complaints and all other customer service activity for the State of Arizona. Arizona's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- CA Hung Up on Caller
- CA Misdialed Number
- Poor Vocal Clarity/Enunciation
- Fraudulent/Harassment Call
- Miscellaneous Service Complaints
- Speech to Speech Call Handling Problems
- 711 Problems

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The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf and the hard of hearing to improve their quality of life.