

Nebraska Public Service Commission

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June 29, 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 Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(1) of the FCC's rules. The enclosed complaint log reflects the period June 1, 2011 through May 31, 2012.

Sprint processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The enclosed complaint log indicates that most complaints were resolved within 24 hours. The complaints enclosed are resolved.

Nebraska Relay Service provided by Sprint received a total of four complaints in violation of FCC mandatory minimum standards for the time period June 1, 2011 through May 31, 2012.

Also, the Nebraska Public Service Commission voluntarily submits a log of CapTel (Captioned Telephone) inquires and complaints for the reporting period. Out of 146 contacts made by Nebraska CapTel users, 83 were inquires and 63 attributable to complaints. Three of the 63 are designated as FCC Complaints as indicated on the Sprint log. The submitted CapTel spreadsheet and FCC Complaint Log summarizes the nature of the complaint and resolution.

Please feel free to contact myself at 402-471-0225 Voice or Email: steve.stovall@nebraska.gov or C. Emma Danielson with Sprint Relay at 217-698-4031 Voice, 877-698-5520 TTY or Email: emma.danielson@sprint.com with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant
Nebraska Public Service Commission