



June 27, 2013

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, 2012 through May 31, 2013
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Innovative Telephone 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, provided Telecommunications Relay Service to the Virgin Islands for the period June 1, 2012 through April 30, 2013. Innovative Telephone 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 time period June 1, 2012 through April 30, 2013

Sprint Communications Company, with corporate offices located at 12502 Sunrise Valley Drive, Reston, VA 20196, provided Telecommunications Relay Service to the Virgin Islands for the period May 1, 2013 through May 31, 2013. Innovative Telephone certifies that there was one (1) complaint in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period May 1, 2013 through May 31, 2013.

Included is the following report:

- Annual Complaint Log which includes complaints received between May 1, 2013 and May 31, 2013 with the date of complaint, the nature of the complaint, the date of resolution and an explanation of the resolution

Hamilton Relay and Sprint Communications Company tracked all complaints and all other customer service activity for the Virgin Islands Telecommunications Relay Services for the respective periods stated above.

Please feel free to contact me at 340-715-8341, Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY or Marybeth Banks with Sprint Communications at 703.371.5467 with any questions regarding the above.

Sincerely,

A handwritten signature in blue ink, appearing to read "M. Breton", with a long horizontal flourish extending to the right.

Mickey Breton
VP and General Manager

Complaint Tracking for VI (May 2013). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	05/15/13	Voice Carry Over customer reports dialing 711 and her Relay call was answered in Spanish rather than English. Language preference provided by previous provider was incorrect. Apologized. Updated customer database. A ticket was opened. No follow-up.	05/15/13	No follow-up required. This has been resolved and completed.