



June 26, 2014

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Montana Telecommunications Access Program (MTAP) 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 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the (MTAP) to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the Montana Relay Service. Montana's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton 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. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Montana Relay has received a total of 4 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2013 through May 31, 2014.

Please feel free to contact me at 406-444-4290 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

*Connie Phelps*

Connie Phelps, Executive Director  
Montana Telecommunications Access Program  
P. O. Box 4210  
Helena, MT 59604