

June 30, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
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 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, 2013 through May 31, 2014.

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 one complaint in violation of FCC mandatory minimum standards for the time period June 1, 2013 through May 31, 2014. This complaint affected traditional relay.

Also, the Nebraska Public Service Commission voluntarily submits a log of CapTel (Captioned Telephone) inquires and complaints for the reporting period. Out of 82 contacts made by Nebraska CapTel users, 47 were inquires and 35 attributable to complaints. None of the complaints are designated as FCC Complaints. 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