

2300 N STREET, NW
SUITE 700
WASHINGTON, DC 20037
TEL 202.783.4141
FAX 202.783.5851
www.wbklaw.com

July 1, 2014

DAVID A. O'CONNOR
202-383-3429
doconnor@wbklaw.com

VIA ELECTRONIC FILING SYSTEM (ECFS)

Marlene H. Dortch, Esq., Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: CG Docket No. 03-123, DA 14-831
HAMILTON RELAY, INC.
Annual Consumer Complaint Log Summaries (June 1, 2013 - May 31, 2014)

Dear Ms. Dortch:

Hamilton Relay, Inc. ("Hamilton"), by its counsel and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2013 – May 31, 2014. The enclosed complaint logs cover Hamilton's provision of interstate traditional telecommunications relay service ("TRS"), including Speech-to-Speech, and Internet Protocol Captioned Telephone service ("IP CTS"). Hamilton is located at 1001 12th Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For interstate traditional TRS, Hamilton's complaint summary includes the following database categories:

Traditional and Speech to Speech Interstate TRS Database Categories

- Miscellaneous Service Complaints
- Fraudulent/Harassment Call
- VCO/2LVCO Problem
- Miscellaneous Technical Complaints
- 711 Problem

For IP CTS, Hamilton's complaint summary includes the following database categories:

Web CapTel Database Categories

- Internet Caption Phone – Accuracy of Captions
- Internet Caption Phone -- Captions - No Captions
- Internet Caption Phone -- Captions - Slow or Delayed

- Internet Caption Phone -- Captions – Stop during call
- Internet Caption Phone – External Complaint - General
- Internet Caption Phone -- Tech - General
- Mobile CapTel – Captions – lag behind voice
- Mobile CapTel – Captions – Stop during call
- Mobile CapTel – Complaints
- Mobile CapTel – Connection Issues
- Mobile CapTel – Service – General
- Mobile CapTel – System/Browser Issues
- Mobile CapTel – Tech – General
- Mobile CapTel – Tech – Unable to call
- Service
- Web Captel – Captions lag behind voice
- Web Captel – Captions stop during call
- Web Captel – Complaints
- Web Captel – Connection Issues
- Web CapTel – External Complaint
- Web Captel – Service – General
- Web Captel – System/Browser Issues
- Web Captel – Tech – General
- Web Captel – Tech – Unable to Call
- Web Captel –Voice user unable to connect

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all complaints within 72 hours of receipt.

Finally, Hamilton is separately filing, on a confidential basis, a summary including the total number of interstate calls by type of TRS.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor

David A. O'Connor

Counsel for Hamilton Relay, Inc.

Enclosure