

STATE OF NEW HAMPSHIRE

CHAIRMAN
Amy L. Ignatius

COMMISSIONERS
Michael D. Harrington
Robert R. Scott

EXECUTIVE DIRECTOR
Debra A. Howland



Received & Inspected

JUN 07 2014

FCC Mail Room

PUBLIC UTILITIES COMMISSION
21 S. Fruit St., Suite 10
Concord, N.H. 03301-2429

TDD Access: Relay NH
1-800-735-2964

Tel. (603) 271-2431

FAX No. 271-3878

Website:
www.puc.nh.gov

June 30, 2014

Marlene Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington DC 20554

Re: CG Docket No. 03-123
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2013 through May 31, 2014 for the State of New Hampshire's Relay Service. These are complaints received by Sprint, the relay provider in New Hampshire. The NH Public Utilities Commission received no complaints regarding Relay Service in the above mentioned period.

Please be advised it is our understanding that Sprint Relay will be providing the requested information relative to the number of interstate relay calls by type of TRS. Such information will be provided directly to the FCC by Sprint Relay.

Should you have any questions, please feel free to contact me at 603-271-1164 or amanda.noonan@puc.nh.gov.

Sincerely,


Amanda O. Noonan
Director, Consumer Affairs

No. of Copies rec'd 0
List ABCDE



**New Hampshire FCC Complaint Log
2013-2014**

Complaint Tracking for New Hampshire (06/01/2013-05/31/2014). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/25/14	Caller dialed 711 and wanted to call a CapTel user. Agent did not transfer caller to the CapTel gate. There was no operator ID number.	03/26/14	Customer Relations Manager confirmed with the trainer that this call should have been transferred to the CapTel gate. Customer Relations Manager educated the customer on asking for that service. There was no operator ID number, so the agent could not be coached.