



State of Maryland
Department of Information Technology

LARRY HOGAN
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Lieutenant Governor

MICHAEL G. LEAHY
Secretary
LANCE SCHINE
Deputy Secretary

June 21, 2018

Ms. Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street TW-A325

Washington, DC 20554

RE: CG DOCKET NO. 03-123; State of Maryland Annual Telecommunications Relay Services Complaint Log Summary for the Year Ending May 31, 2018

Dear Ms. Dortch,

In accordance with CG Docket 03-123, 47 C.F.R. § 64.604(c)(1)(ii), the State of Maryland Department of Information Technology is submitting its Annual Consumer Complaint Log Summary review for the 12-month period ending May 31, 2018.

From June 1, 2017 to May 31, 2018, Maryland Relay processed 8,972 TRS and Spanish interstate relay calls, 696 Speech to Speech interstate relay calls and 8,218 Captioned Telephone Service calls.

From June 1, 2017 to May 31, 2018, Maryland Relay processed 382,779 minutes of TRS and Spanish Service, 28,166 minutes of STS Service and 330,059 minutes of Captioned Telephone Service.

The total number of Maryland calls, by type:

Traditional Telecommunication Relay Service (TRS) and Spanish Service	224,196
Speech to Speech (STS)	6,888
Captioned Telephone (CTS)	94,603



Please see attached logs provided by Hamilton Relay – the contracted Relay Provider for Maryland. The data in these logs contain recorded customer complaints as well as compliments and general inquiries. They are verified by the Telecommunications Access of Maryland (TAM):

- Attachment 1: June 2017-May 2018 Yearly Commission Report for TRS
- Attachment 2: June 2017-May 2018 Yearly Commission Report for Captioned Telephone

Maryland Relay continues to work with the FCC to clarify or resolve issues related to the 47 CFR Part 64 as they arise. No formal complaints were filed with the FCC during this time period.

Hamilton Relay's contract as the provider of Maryland TRS and Captioned Telephone Service began on June 1, 2013. The five-year contract term expired on May 31, 2018 and was subsequently renewed for up to one additional year.

If you have questions or comments, do not hesitate to contact me by phone (410) 767-5891 or email brenda.kelly-frey@maryland.gov.

Sincerely,

Brenda Kelly-Frey, Director

Telecommunications Access of Maryland

Department of Information Technology

cc: Arlene Alexander, Federal Communications Commission
Michael G. Leahy, Secretary, Department of Information Technology
Lance Schine, Deputy Secretary, Department of Information Technology

Enclosures (2)