



COMMONWEALTH OF MASSACHUSETTS

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Via ECFS

June 28, 2018

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

RE: CG Docket No. 03-123
Telecommunications Relay Service Consumer Complaint Log Summary

Dear Ms. Dortch,

The Massachusetts Department of Telecommunications and Cable (“MDTC”) submits this filing in compliance with the requirement that states and telecommunications relay service (“TRS”) providers annually submit consumer complaint log summaries.¹ This submission constitutes the Massachusetts TRS consumer complaint log summary filing for the 12-month period ending on May 31, 2018.

During the period of June 1, 2017 through May 31, 2018, listed below are three complaints an STS user made directly at the Commonwealth’s TRS administrator, the Massachusetts State 911 Department.

3/27/2017 STS called the State 911 Department to report that Customer Service representative “Jennifer” had refused to provide her with a number for the State 911 Department. When Hamilton was contacted, it advised that it is their policy not to give out numbers but to contact the party and advise them that someone is trying to contact them. A call was received at the State 911 Department earlier that day from Hamilton Customer Service assisting the STS user with contacting the Department.

¹ See 47 C.F.R. § 64.604(c)(1)(ii); *In re Telecomms. Relay Servs. & Speech-to-Speech Servs. for Individuals with Hearing & Speech Disabilities*, 15 FCC Rcd. 5140, 5144-46, *Report & Order & Further Notice of Proposed Rulemaking* (Mar. 6, 2000).

- 4/17/2018 STS user issued a complaint that operator 1330 was speaking low, was rude, and had hung up on her. Hamilton Relay was notified and attempted to contact the user but was hung up on. STS user refused to speak with them.
- 5/22/2018 STS user contacted the State 911 Department through Relay to report that the Relay Service was understaffed due to delays with Supervisors coming on the line when requested by a CA. STS user further reported that CAs would not provide their operator IDs. A request was made by the State 911 Department to the STS user requesting that Hamilton be able to contact them directly to discuss their concerns, but caller refused. During the call the STS user asked for the CA to disconnect from the call and was advised by the CA that she would need approval from her supervisor to do so and to please hold. Hamilton Relay was notified of the complaint and investigated, reporting back to the State 911 Department that the CA had followed STS processes during the call.

The MDTC did not receive any complaints during the reporting period alleging a violation of the federal TRS minimum standards. All other TRS-related complaints during this time period were made directly to the Commonwealth's TRS provider, Hamilton Relay, Inc. ("Hamilton"). Hamilton's complaint logs are included with this letter as an electronic attachment.

The MDTC will continue to monitor the status of TRS in Massachusetts. If you have any questions, please feel free to contact me at 617-305-3580, or Dixie Ziegler with Hamilton at 800-618-4781 V/TTY.

Sincerely,

/s/ Sean M. Carroll

Sean M. Carroll
Deputy General Counsel

Attachments (2)

cc: Sandra E. Merrick, General Counsel, MDTC
Lindsay DeRoche, Director, Competition Division, MDTC
Louise McCarthy, General Counsel, Massachusetts State 911 Department
Monna Wallace, Programs Director, Massachusetts State 911 Department