



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

1000 Washington Street, Suite 600, Boston, MA 02118

(617) 305-3580

www.mass.gov/dtc

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

MIKE KENNEALY
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

EDWARD A. PALLESCHI
UNDERSECRETARY

KAREN CHARLES PETERSON
COMMISSIONER

June 28, 2021

Via ECFS

Marlene H. Dortch, Secretary
Federal Communications Commission
45 L Street NE
Washington, D.C. 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”) and the Massachusetts State 911 Department submit this filing in compliance with the requirement that states and telecommunications relay service (“TRS”) providers annually submit consumer complaint log summaries to the Federal Communications Commission (“FCC”).¹ This submission constitutes the Massachusetts TRS complaint log summary filing for the 12-month period ending May 31, 2021.

Hamilton Relay, Inc. (“Hamilton”) contracts with the Massachusetts State 911 Department to provide TRS in Massachusetts (“MassRelay”). Hamilton tracks all TRS complaints and all other TRS customer service activity for Massachusetts. The complaint summaries herein and attached are associated with complaints related to the FCC’s TRS rules. Hamilton receives complaints via e-mail, Live Chat, or a toll-free telephone number, as well as through a website, in person, or in writing. Hamilton strives to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

MassRelay received 87 TRS complaints and one captioned telephone service complaint regarding FCC mandatory minimum standards during the period beginning June 1, 2020, and ending May 31, 2021. Please note that there are complaints in the attached report that were outside of MassRelay’s scope of service. Of the 87 TRS complaints in Massachusetts, 79 of

¹ See 47 C.F.R. § 64.604(c)(1); *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).

them were expressed by two Speech-to-Speech (“STS”) relay users who have had difficulty with STS procedures and processes. Hamilton Customer Care personnel and Hamilton management have spoken with these users on several occasions to assist, and will continue to work with these users. Hamilton’s complaint logs are included with this letter as an electronic attachment.

Finally, one STS user made two complaints directly to the MDTC during the relevant period, each involving the same recurring issue. The complaints were filed on February 5, and May 2, 2021, and involved the user’s ability to reach Directory Assistance via the TRS Operator. The MDTC is continuing to work with Hamilton and the user’s underlying carrier to ensure that the issue will not reoccur.

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
General Counsel

Attachments (2)

cc (via email): Dennis Kirwan, General Counsel, Massachusetts State 911 Department
Monna Wallace, Programs Director, Massachusetts State 911 Department