



COMMONWEALTH OF MASSACHUSETTS

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Via ECFS

July 1, 2016

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”) respectfully submits this filing in compliance with the requirement that states and Telecommunications Relay Service (“TRS”) providers submit annual consumer complaint log summaries by July 1 of each year.¹ This submission constitutes the Massachusetts TRS consumer complaint log summary filing for the 12-month period ending on May 31, 2016.

During the period of June 1, 2015, to May 31, 2016, the MDTC did not receive any consumer complaints alleging a violation of federal TRS minimum standards. Neither did the state’s TRS administrator, the State 911 Department. All TRS-related complaints during this time period were made directly to the state’s TRS provider, Hamilton Relay (“Hamilton”). Hamilton’s log summary is included with this letter as an electronic attachment. None of the complaints received involved Hamilton’s Captioned Telephone Relay Service (“CapTel”). As a result, there is no CapTel log included with this year’s filing.

¹ See 47 C.F.R. §64.604(c)(1) (TRS “mandatory minimum standards” requiring annual filing of consumer complaint logs). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145 (March 6, 2000), at ¶ 9.

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

Sincerely,

/s/ Kerri DeYoung Phillips
Kerri DeYoung Phillips
Counsel, Competition Division
Kerri.DeYoung@state.ma.us

Attachment (1)

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