June 27, 2017

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, 2017**

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, 2017.

From June 1, 2016 to May 31, 2017, Maryland Relay processed 9,497 TRS and Spanish interstate relay calls, 591 Speech to Speech interstate relay calls and 10,149 Captioned Telephone Service calls.

From June 1, 2016 to May 31, 2017, Maryland Relay processed 441,011 minutes of TRS and Spanish Service, 17,708 minutes of STS Service and 389,859 minutes of Captioned Telephone Service.

The total number of Maryland calls, by type:

Traditional Telecommunication Relay Service (TRS) and Spanish Service 229,272

Speech to Speech (STS) 4,039

Captioned Telephone (CTS) 114,218

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: MD June 2016-May 2017 Yearly Commission Report for TRS
* Attachment 2: MD June 2016-May 2017 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 contract term is five years and shall expire on May 31, 2018.

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

Sincerely,

Brenda Kelly-Frey, Director

Telecommunications Access of Maryland

Department of Information Technology

cc: Arlene Alexander, Federal Communications Commission

Enclosures (2)