



**State of Maryland**  
**Department of Information Technology**

LARRY HOGAN  
Governor  
BOYD K. RUTHERFORD  
Lieutenant Governor

MICHAEL G. LEAHY  
Secretary  
LANCE SCHINE  
Deputy Secretary

June 25, 2019

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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, 2019**

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, 2019.

From June 1, 2018 to May 31, 2019, Maryland Relay processed 6,907 Traditional Telecommunications Relay Service (TRS) and Spanish interstate relay calls, 425 Speech-to-Speech (STS) interstate relay calls and 8,051 Captioned Telephone Service (CTS) calls.

From June 1, 2018 to May 31, 2019, Maryland Relay processed 308,294 minutes of TRS and Spanish Service, 23,795 minutes of STS Service and 278,632 minutes of CTS.

The total number of Maryland calls, by type:

Traditional Telecommunication Relay Service (TRS) and Spanish Service	246,090
Speech-to-Speech (STS)	6,379
Captioned Telephone (CTS)	78,745

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 2018-May 2019 Yearly Commission Report for TRS
- Attachment 2: June 2018-May 2019 Yearly Commission Report for CTS

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, was subsequently renewed through May 31, 2019 and then later renewed through February 28, 2020.

If you have questions or comments, do not hesitate to contact me by phone (410) 767-6970 or email [sabrina.fields@maryland.gov](mailto:sabrina.fields@maryland.gov).

Sincerely,

Sabrina Fields  
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)