



State of Maine
Office of the Public Advocate
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Paul R. LePage
GOVERNOR

Timothy R. Schneider
PUBLIC ADVOCATE

August 3, 2016

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2015, through May 31, 2016
CG DOCKET NO. 03-123

Dear Ms. Dortch,

Pursuant to Section 64.604(c)(ii) of the FCC's rules, the Advisory Council to the Maine Telecommunications Relay Service respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service in Maine. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Advisory Council to the Maine Telecommunications Relay Service, which is the organization responsible, pursuant Maine statute, for the management of relay services in Maine.

Hamilton Relay tracks all complaints and all other customer service activity for the State of Maine. Maine's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton Relay processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours.

Maine Relay has received a total of 8 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through May 31, 2016. (See attachment)

Maine CapTel has received no complaints in violation of FCC mandatory minimum standards for the time period June 1, 2015 through May 31, 2016. (See attachment). We also enclose a one-page memorandum, dated June 30, 2016, from Derek Davidson, the Director of the

Consumer Assistance and Safety Division at the Maine Public Utilities Commission (MPUC). Mr. Davidson indicates that the Maine PUC did not receive any complaints about the Maine Relay Service during the time period under consideration here. (See attachment). Also enclosed is a one-page memorandum from Disability Rights – Maine (DR-M), which is the organization that provides outreach services for the Maine Relay Service. In that memorandum, DR-M's employee, Elaine Williams, states that DR-M received no major complaints about the Maine Relay service.

If you have any questions about any of the above information, please contact me at 207-624-3687, or Beth Slough with Hamilton Relay at 800-618-4781 V/TTY.

Sincerely,

A handwritten signature in black ink that reads "P.J. Moody-D'Angelo". The signature is written in a cursive, flowing style.

Patty Moody-D'Angelo

Member, Advisory Council to the
Maine Telecommunications Relay Service

Enclosures:

cc: Beth Slough, Hamilton Relay
Dixie Zeigler, Hamilton Relay