



To Whom It May Concern:

Disability Rights Maine has not been saving documentation of customer complaints regarding Maine Relay as it was our understanding that Hamilton was keeping records of complaint activity. This year, however, we have received no major complaints about the relay service. We have fielded several calls from customers complaining of garbled text; upon further investigation we've found that telephone carriers have transitioned customers to digital telephone lines unbeknownst to their customers. Our Communications Technology team has supported clients in contacting their carriers to request full analog telephone lines and all issues have been resolved.

Sincerely,

A handwritten signature in cursive script that reads "Elaine Williams".

Elaine Williams
Communications Technology Manager
Disability Rights Maine
ewilliams@drme.org