



COMMONWEALTH OF MASSACHUSETTS

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June 30, 2015

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, 2015.

During the period of June 1, 2014, to May 31, 2015, the MDTC received two (2) relay-related complaints and one (1) relay-related inquiry. However, these did not involve or allege a violation of federal TRS minimum standards and were not directed at the state’s TRS provider, Hamilton Relay (“Hamilton”). The state’s TRS administrator, the State 911 Department, did not receive any complaints from consumers alleging a violation of federal TRS minimum standards. All other TRS-related complaints were made directly to Hamilton. Both of Hamilton’s log summaries are included with this letter as electronic attachments. All of the complaints received by Hamilton have been resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

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 Kerri DeYoung Phillips with the MDTC 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

Attachments (2)

cc: Sandra E. Merrick, General Counsel and Chief of Staff, Massachusetts DTC
Lindsay DeRoche, Senior Attorney, Massachusetts DTC
Louise McCarthy, Administrative Attorney, Massachusetts State 911 Department
Monna Wallace, Programs Director, Massachusetts State 911 Department

