



**DEPARTMENT OF
BUDGET & MANAGEMENT**

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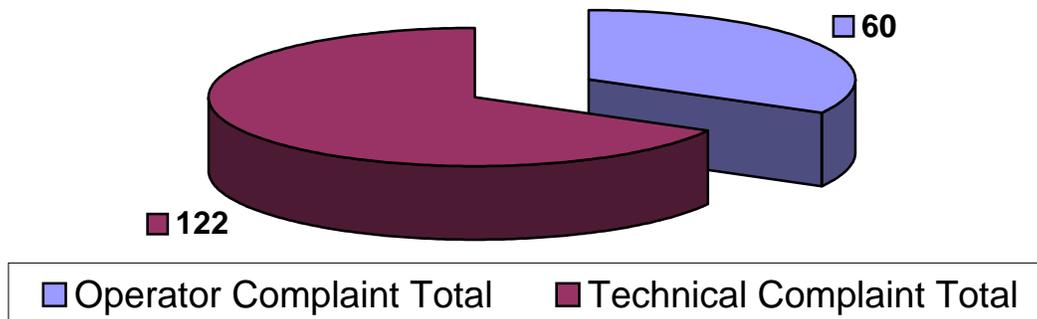
CECILIA JANUSZKIEWICZ
Deputy Secretary

FCC Docket No. 03-123

Maryland Relay Summary Log: June 1, 2004 – May 31, 2005

For the period of June 1, 2004 through May 31, 2005, Maryland Relay processed 5,006,613.45 minutes of service and received a total of 182 customer complaints. These complaints were filed with supervisors, account managers, AT&T Relay Customer Service, and/or with the State of Maryland’s Telecommunications Access of Maryland (the agency which oversees Maryland’s TRS contract with AT&T).

2005 Complaint Total



All complaints are recorded in AT&T’s customer concerns database. By working in tandem, the State of Maryland and AT&T ensure that all complaints registered with a supervisor by phone, email, or by any other means, are entered into the database.

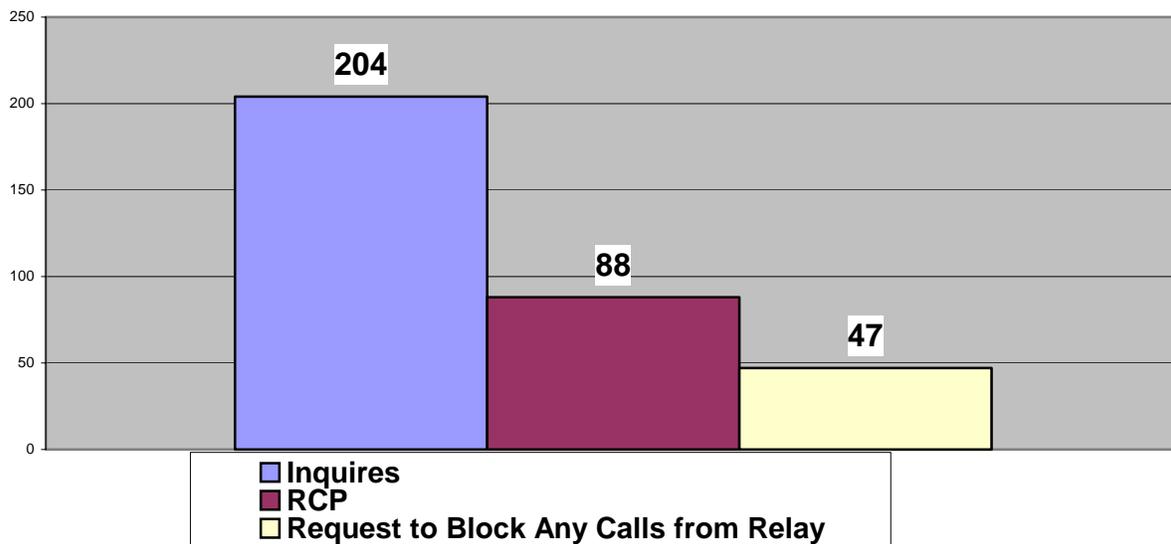
The discrepancy in the number of complaints recorded by AT&T (Appendix A) and the State of Maryland (Appendix B) can be reconciled by understanding that AT&T files only those complaints that directly refer to a specific regulation in 47 CFR Part 64. The State of Maryland’s report contained in Appendix B, includes all customer contact, both positive and negative, to

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provide the FCC more detailed information for their consideration while planning the future direction of TRS. To ensure that customer concerns are addressed, the State's complaint log documents each issue reported by a single customer contact. Example: If a customer complains that an operator did not follow his/her instruction, typed poorly, disconnected abruptly, all three parts of this complaint would be documented separately by the State of Maryland, registering three complaints instead of one as is true with AT&T's database. AT&T's complaint report does not itemize the components of an individual's complaints.

Other Customer Contact



No complaints were filed formally with the FCC during June 2004 – May 2005 against the Maryland Relay. In an effort to assure that Maryland Relay customers have the equal access provided by Title IV of the ADA and the State Finance and Procurement Article, Title 3 Subtitle 801-807, Maryland Relay assisted the FCC in researching complaints registered against IXCs failing to provide appropriate access to the Maryland Relay as required in 47 CFP Part 64.

In the 3rd year of the State's contract with AT&T as the Maryland TRS provider, the number of Maryland Relay complaints has continued to decrease since the second year of the contract.

The State of Maryland continues to work diligently with the FCC, Homeland Security, NEMA, and MEMA to ensure that Maryland Relay users have the same level of access and security during emergency situations as standard phone users.

- First relay center in the nation to obtain Telephone Service Priority (TSP).
- Working with NEMA and MEMA on disability issues for disabled individuals.
- Ensuring that Maryland Relay operators can obtain emergency badges allowing them to drive to and from the relay center on State roads in a declared "state of emergency".

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- Originating numbers are transmitted to emergency facilities (9-1-1 PSAPs)

The State of Maryland, Telecommunications Access of Maryland (TAM), is aware that some complaints are anecdotal in nature and may not be recorded. This may have occurred because the complaints did not include all of the required associated data. In addition, the State understands that not all consumers have the time or awareness of procedures to file formal complaints. During the June 2004 - May 2005 reporting period, quarterly quality assurance tests were conducted by an outside consultant to assess and identify unreported problems and anomalies in call processing by the TRS provider. The results of these tests are shared with the provider so they can develop specialized training and improvement plans to increase the quality of service provided to Maryland Relay users.

The following steps are now and will remain in place to enhance the quality of Maryland Relay:

- The State receives Performance Improvement Plans from AT&T.
- The State works with AT&T to develop in-depth, advanced training for operators on Deaf awareness, issues related to hard of hearing users, issues related to speech disabilities, and methods to relate this information to their jobs.

To ensure better resolution of customer concerns received by any venue, Maryland Relay, through a joint effort between the TAM office and the AT&T Relay Center team, has:

- established an outstanding 24/7 in-center customer service team.
- implemented additional training for operators to include user input and personal perspectives.
- required all operators to participate in a minimum of one Maryland Relay customer related community event.
- developed performance improvement plans based on the results of the independent evaluation/testing.
- made conference rooms in the Relay Center available to various user communities for their meetings to encourage interaction between Relay personnel and the user community.
- attended various events in the diverse user communities.
- encouraged and solicited customer feedback and registration of concerns to allow for development of resolutions.

In summary, Maryland Relay received fewer complaints per call this year than last year. The State of Maryland is proud of the outstanding AT&T customer service team. The team is available 24/7 and provides superior customer service by thinking “outside the box” and making customer service their priority. The Maryland customer service team is a model for TRS customer service.

Our public relations/advertising/outreach efforts make us a leader in the TRS industry. Through special events planned for our users to attending activities planned by the user

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communities is one of our proactive methods to solicit customer feedback, utilizing active customer interaction.

These efforts will continue to aid us in identifying and resolving issues in order to provide a more functionally equivalent TRS available with Maryland Relay.

As noted in the customer contacts chart on page 2, some businesses have asked to have all calls from Relay blocked due to Internet Relay fraud. We take the time to inform customers that the various state relay administrations have no jurisdiction over Internet Protocol Relay (IP) and ask that they direct their comments to the FCC. We then take the time to educate businesses on the way to find out which of the many IP Relay services processed the fraudulent call thereby ensuring that the IP provider information is included in any FCC compliant they may file.

Businesses are also educated regarding the necessity of accepting legitimate relay calls in compliance with the ADA, and remind them that they have the same remedy and responsibility for checking credit cards and reporting suspected fraud via TRS as they do on standard calls.

The requirements contained within the Maryland Relay contract have once again raised the bar for TRS. Remaining focused on the customers through our extensive outreach and complaint resolution procedures, TAM will continue to pursue quality of service, functional equivalency, and leading edge technology. We will maintain our high standards to keep Maryland at the forefront of the TRS industry.

Respectfully submitted,

Brenda Kelly-Frey, Director
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Enclosures

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