



THE COMMONWEALTH OF MASSACHUSETTS

**DEPARTMENT OF  
TELECOMMUNICATIONS and CABLE**

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COMMISSIONER

July 2, 2007

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

**RE: CG Docket 03-123, DA 07-2762**  
**MDTC TRS Consumer Complaint Log Summary for 12-Month Period Ending May 31, 2007**

Dear Ms. Dortch:

Pursuant to DA 07-2762, the Massachusetts Department of Telecommunications and Cable ("MDTC"), formerly the Massachusetts Department of Telecommunications and Energy, respectfully submits this filing in compliance with the requirement that states and Telecommunications Relay Services ("TRS") providers submit annual consumer complaint log summaries by July 1 of each year. See In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140 (March 6, 2000); 47 C.F.R. § 64.604. This submission constitutes the MDTC's TRS consumer complaint log summary filing for the 12-month period ending May 31, 2007.

During the period of June 1, 2006 to May 31, 2007, the MDTC did not receive any consumer complaints alleging a violation of federal TRS minimum standards. All complaints were made directly to the TRS provider, Sprint. We are providing an electronic copy of the Sprint consumer complaint log summary as an electronic attachment to this letter.

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The MDTC will continue to monitor the status of TRS in Massachusetts in order to assist in spotting national trends that may lend themselves to coordinated solutions.

Sincerely,

\_\_\_\_\_/s/\_\_\_\_\_  
Michael A. Isenberg  
Director, Telecommunications Division

cc: Arlene Alexander  
Consumer and Government Affairs Bureau