



MARYLAND
DEPARTMENT OF
BUDGET & MANAGEMENT

MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

T. ELOISE FOSTER
Secretary

DAVID ROMANS
Deputy Secretary

June 30, 2008

The Honorable Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, Room TW-B204
Washington, DC 20554

Dear Secretary Dortch,

In accordance with CG Docket No. 03-123, the State of Maryland Department of Budget and Management is submitting the annual consumer complaint log summaries for the 12-month period ending May 31, 2008.

From June 1, 2007, to May 31, 2008, Maryland Relay processed 2,624,041 minutes of service and Maryland captioned telephone relay processed 652,775 minutes of service.

The total number of Maryland calls, by call type, is as follows:

Traditional Telecommunications Relay Services (TRS)	786,557
Speech To Speech (STS)	
(included in the total Traditional TRS calls above)	2,195
Captioned Telephone	182,348

The following logs document customer complaints and contacts for the reporting period:

- Attachment 1: Hamilton Relay, recorded TRS complaints
- Attachment 2: Hamilton Relay recorded Captioned Telephone complaints
- Attachment 3: Maryland Relay Telecommunications Access of Maryland (TAM) recorded complaints

While there were no complaints formally filed with the FCC during this reporting period, Maryland Relay continues to work with the FCC to clarify or resolve items as needed.

Hamilton Relay's contracts as the provider of Maryland TRS and Captioned Telephone Service began on June 1, 2007. The contract term is five years and will expire on May 31, 2012.

~Effective Resource Management~

301 West Preston Street • Suite 1008A • Baltimore, MD 21201-2305
Tel: (410) 767-6960 V/TTY • Fax: (410) 767-4276 • Toll Free: (800) 552-7724 V/TTY
<http://www.dbm.maryland.gov>

For questions or comments, please contact me at (410) 767-5891 or frey@dbm.state.md.us.

Sincerely,

A handwritten signature in cursive script that reads "Brenda Kelly-Frey". The signature is written in black ink and is positioned above the printed name and title.

Brenda Kelly-Frey, Assistant Director
Telecommunications Access of Maryland
Department of Budget & Management

cc: Arlene Alexander, Federal Communications Commission
Elliot Schlanger, State CIO

Attachments (3)

Maryland Customer Service Summary provided by Hamilton Relay

Compliment

<i>Compliment--CS Staff</i>	6
<i>Compliment--Operator Praise</i>	76
<i>Compliment--Overall Praise</i>	5
<i>Compliment--Technical Praise</i>	<u>1</u>
	88

Profile

<i>Customer Profile--Clarification</i>	24
<i>Customer Profile--Miscellaneous</i>	9
<i>Customer Profile--Set Up</i>	107
<i>Customer Profile--Update/Change</i>	<u>32</u>
	172

Inquiries

<i>Equipment--Miscellaneous</i>	54
<i>Equipment--Placing Order for New Equipment</i>	1
<i>Equipment--Request Info on Equipment Resources</i>	87
<i>Features--VCO</i>	2
<i>General Information--Access Related</i>	4
<i>General Information--Deaf/HOH/Speech Disabled/Spanish</i>	3
<i>General Information--Directory Assistance</i>	2
<i>General Information--Explanation of Relay/Phone Numbers</i>	45
<i>General Information--How to Place/Receive Relay Call</i>	78
<i>General Information--International Access Number</i>	1
<i>General Information--Interpreter Requested</i>	13
<i>General Information--Miscellaneous</i>	258
<i>General Information--Policy/Procedure</i>	6
<i>General Information--Relay Information/Brochure/Materials</i>	1
<i>General Information--Request Other States Relay Number</i>	11
<i>General Information--STS/Info Brochures/Materials/Explanation</i>	9
<i>Outreach Requests--Exhibit</i>	2
<i>Outreach Requests--Home Visit</i>	10
<i>Outreach Requests--Miscellaneous</i>	3
<i>Outreach Requests--Presentation</i>	<u>1</u>
	591

Wrong Number

<i>General Information--Wrong Number/Hang Up</i>	<u>414</u>
	414

Billing

<i>Long Distance/Billing Issues--Long Distance/Billing Issues</i>	<u>68</u>
	68

Service Complaints

<i>Service Complaints--Customer Dislikes Policy/Procedure</i>	9
<i>Service Complaints--Didn't Follow Instructions</i>	7
<i>Service Complaints--Didn't Follow Policy/Procedure</i>	6
<i>Service Complaints--Fraudulent/Harassment Call</i>	20
<i>Service Complaints--Improper Use of Call Release</i>	1
<i>Service Complaints--Improper Use of Speed Dialing</i>	1
<i>Service Complaints--Miscellaneous</i>	26
<i>Service Complaints--Operator Accuracy/Spelling/Verbatim</i>	6
<i>Service Complaints--Operator Did not Keep User Informed</i>	4
<i>Service Complaints--Operator Hung Up on Caller</i>	2
<i>Service Complaints--Operator Misdialed Number</i>	1
<i>Service Complaints--Operator Rude</i>	7
<i>Service Complaints--Operator Typing</i>	2
<i>Service Complaints--Operator Typing Speed</i>	2
<i>Service Complaints--Spanish to Spanish call Handling</i>	3
<i>Service Complaints--Speech to Speech call Handling Problems</i>	<u>3</u>
	100

Technical Complaints

<i>Technical Complaints--711 Problems</i>	11
<i>Technical Complaints--Busy Signal/Blockage</i>	1
<i>Technical Complaints--Carrier Choice not Available/Other</i>	85
<i>Technical Complaints--Connect Time (TTY/Voice)</i>	2
<i>Technical Complaints--Garbling</i>	8
<i>Technical Complaints--Line Disconnected</i>	4
<i>Technical Complaints--Miscellaneous</i>	19
<i>Technical Issues--711 Issues</i>	8
<i>Technical Issues--Garbling</i>	3
<i>Technical Issues--Miscellaneous</i>	5
<i>Technical Issues--STS</i>	9
<i>Technical Issues--VCO</i>	11
<i>Equipment--Technical Issue with Customer Equipment</i>	27
<i>Equipment--Test Customers Equipment or Devices</i>	35
<i>Equipment--Test VCO</i>	1
<i>External Complaints--Miscellaneous</i>	<u>36</u>
	265

Maryland 2008 Captioned Telephone Customer Service Summary provided by Hamilton Relay

Via Maryland Relay Customer Service Dept.

<i>CapTel Complaints--Accuracy</i>	2
<i>CapTel Inquiry--How Do I Place a Call?</i>	1
<i>CapTel Inquiry--Miscellaneous</i>	91
<i>CapTel Inquiry--Request for CapTel Phone Number</i>	1
<i>CapTel--Compliments</i>	9
<i>CapTel--Other</i>	44
<i>Total Number of Calls Via MD Relay Customer Service Dept.</i>	148

Via Captioned Telephone, Inc. (CTI) Customer Care Center

<i>Account Login Failure</i>	4
<i>Billing - General</i>	14
<i>Billing Issue - Calling Card - unable to use</i>	1
<i>Consumer education – general</i>	69
<i>Dialing/Setup - Call Waiting</i>	6
<i>Dialing/Setup - Dialing Prefix</i>	1
<i>Disconnect/Reconnect during calls</i>	3
<i>Information</i>	6
<i>Referral Information</i>	5
<i>Set up – General</i>	51
<i>Technical – General</i>	6
<i>Total Number of Calls Via CTI Customer Care Center</i>	166

Grand Total Number of Calls 314

Attachment 3 - Provided by Telecommunications Access of MD

NUMBER OF CONTACTS

JUN '07	JUL '07	AUG '07	SEPT '07	OCT '07	NOV '07	DEC '07	JAN '08	FEB '08	MAR '08	APR '08	MAY '08	TOTAL
160	170	174	137	148	113	138	137	139	183	107	84	1690

RESULT OF CONTACTS

OPERATIONAL COMPLAINTS	JUN '07	JUL '07	AUG '07	SEPT '07	OCT '07	NOV '07	DEC '07	JAN '08	FEB '08	MAR '08	APR '08	MAY '08	TOTAL
Typing Speed	0	3	0	0	0	0	0	0	0	0	0	1	4
Accuracy	1	0	1	1	0	0	0	1	0	0	1	1	6
Spelling	0	0	0	0	0	0	0	1	0	0	1	1	3
Verbatim	1	0	0	2	0	0	1	0	0	0	1	1	6
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to provide ID	0	0	0	1	0	0	0	0	0	0	0	1	2
Delayed-responses after GA	1	0	0	2	0	0	0	1	0	0	0	0	4
Answer Performance	1	1	2	3	0	1	0	1	2	0	1	1	13
In-Call Replacement	0	0	0	0	0	0	0	0	1	0	0	0	1
Failure to Comply	3	7	7	3	0	1	1	1	1	0	1	0	25
Gender Accommodation	2	0	0	0	0	0	0	1	0	0	0	0	3
Attitude	0	3	2	1	0	0	0	0	0	0	0	0	6
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Operational Complaints	9	14	12	13	0	2	2	6	4	0	5	6	73

TECHNICAL COMPLAINTS	JUN '07	JUL '07	AUG '07	SEPT '07	OCT '07	NOV '07	DEC '07	JAN '08	FEB '08	MAR '08	APR '08	MAY '08	TOTAL
Billing	14	18	24	12	8	10	20	33	20	5	2	2	168
Dead Calls (No Response)	0	1	1	1	0	0	1	1	0	0	0	0	5
Technical	26	16	15	10	11	3	4	0	8	8	3	10	114
Abruptly disconnected w/o response	3	3	0	0	0	0	0	0	1	0	0	0	7
Message Macros	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Technical Complaints	43	38	40	23	19	13	25	34	29	13	5	12	294
Total Complaints	52	52	52	36	19	15	27	40	33	13	10	18	588

OTHER CUSTOMER CONTACTS	JUN '07	JUL '07	AUG '07	SEPT '07	OCT '07	NOV '07	DEC '07	JAN '08	FEB '08	MAR '08	APR '08	MAY '08	TOTAL
Customer Profiles	33	25	29	17	18	12	22	9	23	9	11	3	211
Request to Block Any Call from Relay	0	2	1	1	0	0	1	0	0	0	0	0	5
Inquiries	42	60	93	48	85	51	54	43	46	130	41	29	722
Customer Dialing Wrong Number	32	25	6	16	26	38	46	36	44	35	33	41	378
Total	107	112	129	82	129	101	123	88	113	174	85	73	1316

Commendations	JUN '07	JUL '07	AUG '07	SEPT '07	OCT '07	NOV '07	DEC '07	JAN '08	FEB '08	MAR '08	APR '08	MAY '08	TOTAL
Total Commendations	12	13	10	29	8	1	1	3	1	5	4	1	88