



**COMMONWEALTH OF MASSACHUSETTS
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By *ECFS*

June 29, 2009

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: CG Docket No. 03-123
Telecommunications Relay Services 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 Services (“TRS”) providers submit annual consumer complaint log summaries by July 1 of each year.¹ This submission constitutes the MDTC’s TRS consumer complaint log summary filing for the 12-month period ending on May 31, 2009.

During the period of June 1, 2008, to May 31, 2009, the MDTC did not receive any consumer complaints alleging a violation of federal TRS minimum standards. All complaints were made directly to the state’s TRS providers, Sprint Relay (“Sprint”) and Hamilton Relay (“Hamilton”).² Log summaries from Sprint and Hamilton are included with this letter as electronic attachments.

¹ See *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, para. 9 (March 6, 2000); 47 C.F.R. §64.604(c)(1) (TRS “mandatory minimum standards” requiring filing of consumer complaint logs).

² For the current reporting period, Sprint processed all Massachusetts relay calls until June 30, 2008. Hamilton, as Massachusetts’ current TRS provider, processed all Massachusetts relay calls for the remainder of the reporting period. The MDTC provided the Federal Communications Commission with notice on September 11, 2008, of the TRS provider change for Massachusetts. See http://fjallfoss.fcc.gov/prod/ecfs/retrieve.cgi?native_or_pdf=pdf&id_document=6520067322.

The MDTC will continue to monitor the status of TRS in Massachusetts. If you have any additional questions, please feel free to contact me at 617-368-1141.

Sincerely,

_____/s/_____
Kerri J. DeYoung
Counsel, Competition Division

cc: Geoffrey G. Why, Commissioner, MDTC
Michael A. Isenberg, Director, Competition Division, MDTC
Benedict G. Dobbs, Assistant Director, Competition Division, MDTC
Michael Kass, General Counsel, Massachusetts State 911 Department