



STATE OF MAINE  
PUBLIC UTILITIES COMMISSION  
242 STATE STREET  
18 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0018

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# Memorandum

**To:** William Black, Office of the Public Advocate  
**From:** Derek D. Davidson, Director, Consumer Assistance Division  
**Date:** July 1, 2009  
**Re:** TTY/Deaf Relay Complaints

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In response to your request, the Maine Public Utilities Commission received one customer complaint involving deaf-relay or TTY services between July 1, 2008 and June 30, 2009. The complaint was filed in June of 2009 and involved AT&T allegedly not providing the 70% discount on in-state toll calls made through Maine's Deaf Relay Services. Section 7302 of Title 35-A of the Maine Revised Statutes, entitled "Toll-call rates for deaf, hard-of-hearing or speech-impaired persons," requires the Commission establish a 70% rate reduction for intrastate toll calls made on lines, or via credit cards assigned to lines, used for making calls from certified deaf, hard-of-hearing or speech impaired persons who must rely on teletypewriters for residential telephone communications. This reduction must also apply to all calls using the state telecommunications relay service. The Commission is currently investigating this complaint to ensure that the customer is provided the proper discount by AT&T for intrastate toll calls placed through Maine's Deaf Relay Service pursuant to 35-A, section 7302.

If you need additional information, please contact me at (207) 287-1596.



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