



July 1, 2010

Received & Inspected
Jul 12 2010
FCC Mail Room

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 Information Technology is submitting the annual consumer complaint log summary review for the 12-month period ending May 31, 2010.

From June 1, 2009, to May 31, 2010, Maryland Relay processed 1,810,158.31 minutes of service and Maryland Captioned Telephone Relay processed 614,256.80 minutes of service.

The total number of Maryland calls, by call type:

Traditional Telecommunication Relay Service (TRS)	551,739
Speech To Speech (STS)	2,485
Captioned Telephone	213,410

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

- Attachment 1: June 2009-May 2010 Yearly Commission Report for TRS as recorded by Hamilton Relay
- Attachment 2: Maryland Relay Telecommunication Access of Maryland (TAM), recorded complaints
- Attachment 3: Maryland 2010 Captioned Telephone Customer Service Summary as recorded by Hamilton Relay

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 issues related to 47 CFR Part 64 as they arise.

Hamilton Relay's contract 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.

For questions or comments, please feel free to contact me at (410) 767-5891 or Brenda.Kelly-Frey@doit.state.md.us.

Sincerely,



Brenda Kelly-Frey, Assistant Director
Telecommunications Access of Maryland
Department of Information Technology

cc: Arlene Alexander, Federal Communications Commission
Elliot Schlanger, Secretary, Department of Information Technology
Stacia Cropper, Deputy State CIO, Department of Information Technology

Enclosures (3)

June 2009-May 2010 Yearly Commission Report for TRS as Recorded by Hamilton Relay

<i>Commendations--Compliments</i>	56
<i>Commendations—Total</i>	56
<i>Operational Complaints--Answer Performance</i>	7
<i>Operational Complaints--Attitude</i>	12
<i>Operational Complaints--Failure to Comply</i>	12
<i>Operational Complaints--Typing Speed</i>	2
<i>Operational Complaints--Verbatim</i>	1
<i>Operational Complaints—Total</i>	34
<i>Other Customer Issues--Application Requests for MAT</i>	36
<i>Other Customer Issues--Customer Dialed Wrong Number</i>	337
<i>Other Customer Issues--Inquiries / General Information</i>	280
<i>Other Customer Issues--Outreach Requests</i>	10
<i>Other Customer Issues--Profile -- Clarification</i>	10
<i>Other Customer Issues--Profile -- Miscellaneous</i>	7
<i>Other Customer Issues--Profile -- Set Up</i>	35
<i>Other Customer Issues--Profile -- Update / Change</i>	28
<i>Other Customer Issues--Request To Block Any Call From Relay</i>	12
<i>Other Customer Issues--Request To Test Customers' Call or Equipment</i>	44
<i>Other Customer Contacts—Total</i>	799
<i>Technical Complaints--Abruptly Disconnected Without Response</i>	3
<i>Technical Complaints--Billing</i>	28
<i>Technical Complaints--Technical Issues With 7-1-1 problem</i>	14
<i>Technical Complaints--Technical Issues With Equipment</i>	26
<i>Technical Complaints--Technical Issues With VCO</i>	24
<i>Technical Complaints—Total</i>	95
<i>Total Number of Inquiries</i>	984
<i>Total Number of Customer Contacts</i>	910

Maryland Relay Telecommunication Access of Maryland (TAM) Recorded Complaints

TAM Recorded Complaints/Issues

JUN '09	JUL '09	AUG '09	SEPT '09	OCT '09	NOV '09	DEC '09	JAN '10	FEB '10	MAR '10	APR '10	MAY '10	TOTAL
69	77	78	83	100	99	59	75	74	95	48	53	910

ISSUES/COMPLAINTS/COMMENDATION WITHIN CONTACTS

Operational Complaints	JUN '09	JUL '09	AUG '09	SEPT '09	OCT '09	NOV '09	DEC '09	JAN '10	FEB '10	MAR '10	APR '10	MAY '10	TOTAL
Typing Speed	0	1	0	1	0	0	0	0	0	0	0	0	2
Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0
Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	1	0	0	0	0	0	0	0	0	0	1
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide ID	0	0	0	0	0	0	0	0	0	0	0	0	0
Delayed-Responses after GA	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	1	1	0	1	0	2	1	0	0	1	7
In-Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Comply	1	2	0	1	0	1	2	0	0	3	1	1	12
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Attitude	1	1	2	1	0	2	1	0	3	1	0	0	12
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Operational Complaints	2	4	4	4	0	4	3	2	4	4	1	2	34
Technical Complaints	JUN '09	JUL '09	AUG '09	SEPT '09	OCT '09	NOV '09	DEC '09	JAN '10	FEB '10	MAR '10	APR '10	MAY '10	TOTAL
Billing	2	6	5	4	0	0	4	4	1	1	0	1	28
Dead Calls (No response)	0	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issues with Equipment	0	1	3	3	4	1	0	3	6	2	3	0	26
Technical Issues with 7-1-1 problems	1	3	0	1	4	0	0	1	1	2	1	0	14
Technical Issues with VCO	3	1	7	3	2	3	0	1	1	2	1	0	24
Abruptly disconnected without response	1	1	0	1	0	0	0	0	0	0	0	0	3
Message Macros	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Technical Complaints	7	12	15	12	10	4	4	9	9	7	5	1	95
Total Complaints (Operational & Technical)	9	16	19	16	10	8	7	11	13	11	6	3	129
Other Customer Issues	JUN '09	JUL '09	AUG '09	SEPT '09	OCT '09	NOV '09	DEC '09	JAN '10	FEB '10	MAR '10	APR '10	MAY '10	TOTAL
Profile - Clarification	0	1	3	3	1	0	0	1	1	0	0	0	10
Profile - Miscellaneous	0	1	1	0	1	2	1	0	0	0	1	0	7
Profile - Set Up	1	4	1	2	3	3	1	5	4	4	4	3	35
Profile - Update / Change	1	3	6	2	5	2	2	0	5	1	1	0	28
Request to block any call from Relay	2	2	1	0	3	0	1	1	0	1	1	0	12
Outreach Requests	0	0	1	2	2	0	0	3	0	0	1	1	10
Application Requests for MAT	5	10	8	3	0	5	0	2	0	1	1	0	35
Customer Dialed Wrong Number	39	22	27	29	41	37	25	34	19	23	10	29	335
Inquiries / General Information	2	22	25	21	27	36	21	19	26	44	26	13	282
Request to Test Customer's Call or Equipment	4	3	4	6	6	6	3	1	4	4	1	3	45
Total (Other Customer Issues)	54	68	77	68	89	91	54	66	59	78	46	49	709
Commendations/Compliments	JUN '09	JUL '09	AUG '09	SEPT '09	OCT '09	NOV '09	DEC '09	JAN '10	FEB '10	MAR '10	APR '10	MAY '10	TOTAL
Total Commendations/Compliments	9	4	3	8	7	4	3	5	2	6	3	2	56
Number of Commendations/Complaints/Issues	72	88	99	92	106	103	64	82	74	95	55	54	934

Maryland 2010 Captioned Telephone Customer Service Summary as Recorded by Hamilton Relay

Via Maryland Relay Customer Service Dept.

<i>CapTel Inquiry--Miscellaneous</i>	5
<i>CapTel--Other</i>	1
<i>Total Number of Calls</i>	6

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

<i>Accuracy of Captions</i>	3
<i>Captions – Stop in Middle of Call</i>	1
<i>Compliments of CA/Service</i>	9
<i>Consumer Education</i>	48
<i>Dial Tone – Not Heard</i>	1
<i>Dialing Issue – Can't Dial Out in Caption Mode</i>	1
<i>Dialing/Setup – Call Waiting`</i>	1
<i>Dialing/Setup – Dial Prefix</i>	2
<i>Information</i>	16
<i>Miscellaneous</i>	2
<i>Referral Information</i>	21
<i>Set Up – General</i>	42
<i>Technical – General</i>	3
<i>Unable to Make Captioned Calls</i>	2
<i>Total Number of Calls Via CTI Customer Care Center</i>	152

Grand Total Number of Calls **158**