



## COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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By *ECFS*

June 29, 2012

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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.<sup>1</sup> This submission constitutes the MDTC’s TRS consumer complaint log summary filing for the 12-month period ending on May 31, 2012.

During the period of June 1, 2011, to May 31, 2012, the MDTC received a single complaint from a Captioned Telephone (“CapTel”) customer. The complaint did not allege a violation of federal TRS minimum standards, and the complaint was not directed at the state’s TRS provider, Hamilton Relay (“Hamilton”). Instead, the consumer disputed a service charge imposed by their underlying video and telephone provider, which the provider resolved and refunded by June 5, 2012.

All other TRS-related complaints were made directly to Hamilton. Both of Hamilton’s log summaries are included with this letter as electronic attachments.

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<sup>1</sup> See 47 C.F.R. §64.604(c)(1)(ii). See also *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).

The MDTC will continue to monitor the status of TRS in Massachusetts. If you have any additional questions, please feel free to contact Karlen Reed or Kerri DeYoung Phillips with the MDTC at 617-305-3580 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY.

Sincerely,

/s/ Kerri DeYoung Phillips\_\_\_\_\_  
Kerri DeYoung Phillips  
Counsel, Competition Division

Attachments (2)

cc: Geoffrey G. Why, Commissioner, MDTC  
Karlen Reed, Director, Competition Division, MDTC  
Tim Wilkerson, General Counsel, Massachusetts State 911 Department  
Louise McCarthy, Administrative Attorney, Massachusetts State 911 Department