



July 1, 2014

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street TW-A325  
Washington, DC 20554

Re: **CG Docket No. 03-123; State of Maryland Annual Telecommunications Relay Services Complaint Log Summary for the Year Ending May 31, 2014**

Dear Ms. Dortch,

In accordance with CG Docket No. 03-123, 47 C.F.R. § 64.604(c)(1)(ii) and Public Notice, DA 14-831 Released: June 17, 2014, the State of Maryland Department of Information Technology is submitting its Annual Consumer Complaint Log Summary review for the 12-month period ending May 31, 2014.

From June 1, 2013, to May 31, 2014, Maryland Relay processed 803,871 minutes of service and Maryland Captioned Telephone Relay processed 61,605 minutes of service.

The total number of Maryland calls, by call type:

Traditional Telecommunication Relay Service (TRS)	348,933
Speech To Speech (STS)	6,0702
Captioned Telephone (CTS)	173,668

Please see attached logs provided by Hamilton Relay – the contracted Relay Provider for Maryland. The data in these logs contain recorded customer complaints as well as compliments and general inquiries. They are verified by the Telecommunications Access of Maryland (TAM):

- Attachment 1: June 2013-May 2014 Yearly Commission Report for TRS
- Attachment 2: Maryland June 2013-May 2014 Captioned Telephone Customer Service Summary

Maryland Relay continues to work with the FCC to clarify or resolve issues related to 47 CFR Part 64 as they arise. No formal complaints were filed with the FCC during this time period.

Hamilton Relay's contract as the provider of Maryland TRS and Captioned Telephone Service began on June 1, 2013. The contract term is five years expired on May 31, 2018.

If you have questions or comments, do not hesitate to contact me by phone (410) 767-5891 or email [Brenda.Kelly-Frey@maryland.gov](mailto:Brenda.Kelly-Frey@maryland.gov).

Sincerely,

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

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

cc: Arlene Alexander, Federal Communications Commission  
Isabel FitzGerald, Secretary, Department of Information Technology  
Greg Urban, Deputy Secretary, Department of Information Technology

Enclosures (2)

# June 2012- May 2013 Captioned Yearly Commission Report

<i>Captel Complaints—Miscellaneous</i>	<i>61</i>
<i>Captel Complaints—Service</i>	<i>1</i>
<i>Captel Complaints—Speed of Connection</i>	<i>2</i>
<b><i>Captioned Telephone Complaints- Total</i></b>	<b><i>64</i></b>
<i>Captel Inquiry—Miscellaneous</i>	<i>57</i>
<i>Captel Inquiry—How do I place a call</i>	<i>7</i>
<b><i>Captioned Telephone Inquiries- Total</i></b>	<b><i>64</i></b>
<i>Captel—Compliments</i>	<i>5</i>
<b><i>Captioned Telephone Compliments- Total</i></b>	<b><i>5</i></b>
<i>Captel—Other</i>	<i>27</i>
<b><i>Captioned Telephone Other –Total</i></b>	<b><i>27</i></b>
<i>Captel—Information/Referral/Customer Education</i>	<i>21</i>
<b><i>Captioned Telephone Information—Total</i></b>	<b><i>21</i></b>
<i>Captel Service - Complaint</i>	<i>1</i>
<b><i>Captioned Telephone Service</i></b>	<b><i>1</i></b>
<i>Captel Set Up</i>	<i>5</i>
<b><i>Captioned Telephone Set Up--Total</i></b>	<b><i>5</i></b>
<b><i>Total Number of Calls</i></b>	<b><i>187</i></b>

# June 2013-May 2014 Yearly TRS Commission Report

<i>Commendations--Compliments</i>	32
<b><i>Commendations—Total</i></b>	<b>32</b>
<i>Operational Complaints--Accuracy</i>	1
<i>Operational Complaints--Answer Performance</i>	6
<i>Operational Complaints--Attitude</i>	7
<i>Operational Complaints—Center Background Noise</i>	4
<i>Operational Complaints--Failure to Comply</i>	1
<i>Operational Complaints--Failure to Follow Policy/Procedure</i>	7
<i>Operational Complaints--Verbatim</i>	1
<b><i>Operational Complaints—Total</i></b>	<b>27</b>
<i>Other Customer Issues--Application Requests for MAT</i>	96
<i>Other Customer Issues--Customer Dialed Wrong Number</i>	2,733
<i>Other Customer Issues--Inquiries / General Information</i>	149
<i>Other Customer Issues--Outreach Requests</i>	1
<i>Other Customer Issues--Profile -- Miscellaneous</i>	1
<i>Other Customer Issues--Profile -- Set Up</i>	33
<i>Other Customer Issues--Profile -- Update / Change</i>	42
<i>Other Customer Issues--Refer to TAM</i>	36
<i>Other Customer Issues--Request To Block Any Call From Relay</i>	1
<i>Other Customer Issues--Request To Test Customers' equip</i>	8
<i>Other Customer Issues—Transfer to STS Training Line</i>	2
<b><i>Other Customer Issues—Total</i></b>	<b>3,102</b>
<i>Technical Complaints--Abruptly Disconnected Without Response</i>	1
<i>Technical Complaints--Billing</i>	3
<i>Technical Complaints—Dead Calls (No Response)</i>	1
<i>Technical Complaints--Technical Issues With 7-1-1 problem</i>	4
<i>Technical Complaints--Technical Issues With Equipment</i>	13
<i>Technical Complaints--Technical Issues With VCO</i>	2
<b><i>Technical Complaints—Total</i></b>	<b>24</b>
<b><i>Total Number of Inquiries</i></b>	<b>3,185</b>



# PUBLIC NOTICE

Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554

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TTY: 1-888-835-5322

DA 14-831  
Released: June 17, 2014

## REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE JULY 1, 2014

### REMINDER OF ONGOING OBLIGATION TO REPORT CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS

CG DOCKET NO. 03-123

#### Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)<sup>1</sup> that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2013 to May 31, 2014, on or before Tuesday, July 1, 2014.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.<sup>2</sup> State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both states and interstate TRS providers must file summaries of these complaint logs with the Commission annually.<sup>3</sup> These summaries are intended to provide an early warning to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.<sup>4</sup>

Complaint log summaries should include information pertaining to complaints received between June 1, 2013, and May 31, 2014. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), the number of complaints alleging a

<sup>1</sup> Providers of interstate TRS service include all Internet-based TRS providers.

<sup>2</sup> See 47 C.F.R. § 64.604(c)(1)(i). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145 at ¶ 9 (2000) (*Improved TRS Order*).

<sup>3</sup> See 47 C.F.R. § 64.604(c)(1)(ii).

<sup>4</sup> *Improved TRS Order*, 15 FCC Rcd at 5190-5191, ¶ 122.

violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.<sup>5</sup>

**State Complaint Log Summary filings must reference CG Docket No. 03-123.** Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW., Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12<sup>th</sup> Street, SW., Washington, DC 20554.

#### Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to [TRS\\_POC@fcc.gov](mailto:TRS_POC@fcc.gov).

We also remind certified state TRS programs that, pursuant to 47 C.F.R. § 64.606(f)(1), state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal mandatory minimum standards after implementing the substantive change. Similarly, pursuant to 47 C.F.R. §

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<sup>5</sup> See 47 C.F.R. § 64.604(c)(1).

64.606(f)(2), providers of VRS, IP Relay and IP CTS certified under 47 C.F.R. § 64.606 must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change. Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <http://www.fcc.gov/encyclopedia/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <http://www.fcc.gov/encyclopedia/trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor Best Copying and Printing Inc., at Portals II, 445 12<sup>th</sup> Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact the duplicating contractor at their web site [www.bcpweb.com](http://www.bcpweb.com) or call 202-488-5300.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at: <http://www.fcc.gov/encyclopedia/disability-rights-office-headlines>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, 202- 418-2247 (voice), or email [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).

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