



State of Maine  
**Office of the Public Advocate**  
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(207) 287-2445 (voice) 711 (TTY) [www.Maine.gov/meopa](http://www.Maine.gov/meopa)

Paul R. LePage  
GOVERNOR

Timothy R. Schneider  
PUBLIC ADVOCATE

July 18, 2014

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Advisory Council to the Maine Telecommunications Relay Service respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service in Maine pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the Advisory Council to the Maine Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Maine. Maine's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours.

Maine Relay has received a total of 8 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2013 through May 31, 2014.

We also enclose a one-page memorandum from Derek Davidson, the director of the Consumer Assistance Division at the Maine Public Utilities Commission (PUC). Mr. Davidson

indicates that the Maine PUC did not receive any complaints about the Maine Relay Service during the time period under consideration here.

If you have any questions about any of the above information, please contact me at 207-287-2445, or Beth Slough with Hamilton Relay at 800-618-4781 V/TTY.

Sincerely,

A handwritten signature in black ink, appearing to read "William C. Black", enclosed in a thin black rectangular border.

William C. Black  
Deputy Public Advocate

Enclosures:

cc: Beth Slough, Hamilton Relay  
Dixie Zeigler, Hamilton Relay