June 30, 2015

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th 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, 2015

Dear Ms. Dortch:

In accordance with CG Docket No. 03-123, 47 C.F.R. § 64.604(c)(1)(ii) and Public Notice DA 15-671 Released:  June 9, 2015, 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, 2015.

From June 1, 2014, to May 31, 2015, Maryland Relay processed 682,335 minutes of service for Traditional & Spanish Relay service and Maryland Captioned Telephone Relay processed 455,533 minutes of service.

The total number of Maryland calls, by call type:

- Traditional & Spanish Telecommunication Relay Service: 328,851
- Speech to Speech (STS): 5,143
- Captioned Telephone (CTS): 151,883

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).


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 and will expire on May 31, 2018.

If you have questions or comments, please do not hesitate to contact me by phone 410.767/5891 or email Brenda.Kelly-Frey@maryland.gov.

Sincerely,

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

Cc: David Garcia, Secretary, Department of Information Technology
   Al Bullock, Chief of Staff, Department of Information Technology