



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

ORLENE HAWKS
DIRECTOR

DAN SCRIPPS
CHAIR

KATHERINE PERETICK
COMMISSIONER

June 8, 2023

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Re: FCC State TRS Program Recertification Application Amendment

Dear Ms. Dortch,

In our filing of the Michigan Telecommunications Relay Service (TRS) Recertification Application we inadvertently omitted the following items:

1. written description of compliance with the last sentence of [47 CFR 64.604\(a\)\(3\)\(vii\)](#): "Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages."
2. written description of the State's TRS compliance with [47 CFR 64.5109](#) (Safeguards for the use of Consumer Proprietary Network Information), as required as part of the mandatory minimum standards at [47 CFR 64.604\(d\)](#).

Attached, please find an Amendment addressing these items.

Thank you for receiving these materials. If you have questions, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Ryan P. McAnany".

Ryan McAnany, Director
Telecommunications Division
Michigan Public Service Commission

**Amendment to the Michigan Telecommunications Relay Service (TRS)
Recertification Application**

1. 47 CFR 64.604(a)(3)(vii)

(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

Machine Recording Capabilities

The recording function allows the CA to record a voice announcement and then play back the message at a speed controlled by the CA, ensuring accurate message transmittal. The message is retained for the length of the call, which prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. By having advanced recording technology, we eliminate the problem of “fast recording” for the CA and ensures that communication is received and transmitted accurately.

Using Automated (Touchtone) Systems via Captioned Telephone

CTS users have access to audiotext, interactive voice response units and answering machines including message retrieval services and can easily receive and/or leave messages on answering machines or voice mail systems with automated menus. The CTS user can press the CapTel number buttons at any time during a call to make selections. The captioning service continuously transcribes what is heard regardless of what the CapTel user is saying or which buttons they press.

Whenever our service provider has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, our service provider does so without billing the customer for any long-distance relay calls. As stated in sections 64.604 (a) (3) (ii) and 64.604 (c) (4) of the application, our service provider does not charge Relay users for the service when they make local or long-distance calls, and this includes calls to any type of recording system.

2. 47 CFR 64.5109 (Safeguards for the use of Consumer Proprietary Network Information)

The State provides the following letter attesting to it and its service provider's compliance with FCC CPNI requirements.



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June 8, 2023

Annual Section 64.5109 CPNI Certification

Agency Name: Michigan Telecommunications Relay Service

Name of officer/agent of TRS Provider: Chris Sherlock

I, Chris Sherlock, certify that I am the Administrator of the Michigan Telecommunications Relay Service, representing the Michigan Public Service Commission, that I have knowledge that Hamilton Relay has established operating procedures that are adequate to ensure compliance with the Commission's TRS CPNI rules. (See 47 C.F.R.64.5101, et seq.)

Hamilton Relay has filed their TRS CPNI certification (attached) that included details how their procedures ensure compliance with requirements set forth in sections 64.5101 through 64.5111 of the Commission's rules.

I am not aware of any instances in the past year in which the company, or its agents or subcontractors, used disclosed or permitted access to CPNI without complying with the approval procedures specified in the TRS Customer Proprietary Network Information Rules.

Sincerely,

A handwritten signature in cursive script, appearing to read "Chris Sherlock".

Chris Sherlock
Compliance and Financial Analysis
Telecommunications Division
Michigan Public Service Commission
Phone: 517-284-8233
SherlockC@michigan.gov



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Annual TRS CPNI Certification

CG Docket No. 03-123

Annual Section 64.5109(e) CPNI Certification (covering calendar year 2022)

Date filed: February 28, 2023

Company name: Hamilton Relay, Inc.

Name of signatory: John Nelson

Title of signatory: President of Hamilton Relay, Inc.

I, John Nelson, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's TRS CPNI rules. (*See 47 C.F.R. § 64.5101, et seq.*)

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.5101 through 64.5111 of the Commission's rules.

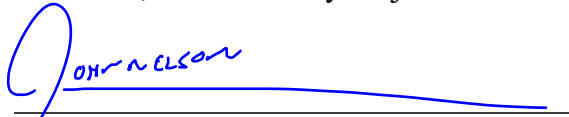
The company has not taken any actions against data brokers in the past year.

The company has not received any customer complaints in the past year regarding unauthorized release of CPNI.

There have been no instances in the past year where the company, or its agents or subcontractors, used, disclosed, or permitted access to CPNI without complying with the approval procedures specified in the *TRS Customer Proprietary Network Information Rules*.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentation to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signature:



JOHN NELSON

Name:

John Nelson

Title:

President of Hamilton Relay, Inc.

Date:

February 28, 2023



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COMPLIANCE STATEMENT

Hamilton Relay, Inc. ("*Hamilton*") is a privately owned and operated provider of various forms of Telecommunications Relay Services ("*TRS*"). Hamilton has service agreements in place with all third-party vendors and subcontractors to ensure the confidentiality, and privacy, of any CPNI data that may be shared in a manner that is consistent with the FCC rules and regulations. Hamilton reserves the right to terminate such agreements in the event of a breach. Hamilton performs regular reviews of third-party vendors and subcontractors to ensure that safeguards are in place and all FCC regulations are being met. As of March 2022, Hamilton began maintaining an "opt-in" system with respect to CPNI. Customers may also subscribe to receive company newsletters, or updates about the service, but this information is recorded at the time of subscription and not derived from CPNI. Customers who have accepted the Communications Permission ("opted-in") during registration are eligible to receive not only the company newsletter and updates about the service, but they can receive new product and service updates from Hamilton, and or its affiliates.

Hamilton has developed and distributed to all employees a Compliance Manual, which contains policies and procedures to ensure compliance with the FCC's regulations including Hamilton Relay, Inc.'s CPNI policies, which prohibit Hamilton personnel from using, disclosing or accessing any relay customer's CPNI for marketing services to customers, except for customers who have opted-in and are eligible to receive not only the company newsletter and updates about the service, but who can also receive new product and service updates from Hamilton, and/or its affiliates. Hamilton's Compliance Manual contains instructions for personnel on how to report noncompliance issues and contains a specific Form for employees to use to report noncompliance. In addition to the Compliance Manual, Hamilton requires all Hamilton personnel to complete annual training concerning the treatment of CPNI data prior to receiving their performance evaluation.

Hamilton uses CPNI in very limited situations, all of which are authorized by 47 C.F.R. § 64.5105(a) & (c). Hamilton uses, discloses, or permits access to CPNI for the following reasons:

1. for the provision of CPE, and call answering, voice mail or messaging, and voice mail retrieval services;
2. to accept and handle 911 calls;
3. upon request of the TRS Fund Administrator or the Commission;
4. to protect the right or property of Hamilton, the TRS user, other TRS providers, and the TRS Fund from fraudulent, abusive, or unlawful use; and
5. to send technical and educational messages customized by the specific category of TRS used by that customer.
6. to send new product and service updates to those have opted-in and are thus eligible to receive such information.