



State of Maine  
Telecommunications  
Relay Service Council

Janet T. Mills  
Governor

John Post  
Council Chair

December 1, 2025

Amy Dumeny  
Administrative Director  
Maine Public Utilities Commission  
18 State House Station  
Augusta, ME 04333-0018

RE: 2025 Annual Report of the Telecommunications Relay Service Council

Dear Ms. Dumeny,

Pursuant to [35-A M.R.S § 8704.8](#), I am pleased to submit the following Annual Report to the Maine Public Utilities Commission on behalf of the Telecommunications Relay Service Council of Maine.

The mission of the Council is to ensure that Maine's deaf, hard of hearing, late-deafened, and speech disabled population have the most reliable, up-to-date, and affordable telecommunications relay services. This report covers the period of December 1, 2024, to November 30, 2025.

The Council looks forward to continuing to carry out its mission in the coming year.

Sincerely,

*Benjamin Frech*

Benjamin Frech, Executive Director

cc:

John Post, Chair

Michael Johnson, MPUC

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## Council Activities:

The Council is tasked with administering the Telecommunication Relay Services (TRS) program within the State. Each year, the Advisory Council prioritizes its mission by;

- selecting, monitoring, and evaluating the relay and outreach providers, specifically reviewing quality of service on a monthly basis;
- holding quarterly meetings; and
- adhering to statutorily mandated state and federal reporting requirements.

Council activities are primarily carried out through quarterly board meetings and additional subcommittee meetings, as needed. The Council also updated and approved its remote meeting policy at the June meeting.

2025 Quarterly Board Meetings (agendas and minutes available online or upon request):

- March 7, 2025, 9:32 AM - 11:02 AM (via zoom)
- June 6, 2025, 9:45 AM - 11:30 AM, @ Gov. Baxter School for the Deaf
- September 5, 2025, 10:00 AM - 12:00 PM @ Gov. Baxter School for the Deaf
- (Sched) December 5, 2025, 10:00 AM - 12:00 PM @ Gov. Baxter School for the Deaf

In addition to the mandated quarterly meetings, the Council created a subcommittee to study the future of Captioned Telephone Service (CTS) in the state. CTS is a subset of Relay services that is no longer mandated by the Federal Communications Commission (FCC) and has seen declining usage in the state, as well as across the country, in recent years. The subcommittee met three times (7/30, 8/18, & 10/6) and the members were Ben Frech (Executive Director), Riley Albair (Disability Rights Maine (DRM)), and Simon Thorne (Consolidated Communications). Lisa Penney (DRM) also participated in the meetings as a subject matter expert.

## Council Reports & Certification:

- FCC Annual Complaint Log Submission: TRS Administrators are required to submit a complaint log annual report. The complaint logs are provided by the respective vendor. This was submitted to the FCC on June 25, 2025.
- Annual Budget Request: In addition to this Annual Report, the TRS Council submits an annual budget request to the Public Utilities Commission (PUC) annually on or before June 30. This was submitted to the Commission on June 17, 2025.
- Annual Boards and Commissions Report: Submitted on or before December 31 to the Maine Secretary of State.
- Interstate TRS Fund Annual State Data Request: Submitted to the FCC in January 2024.

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- The Government Evaluation Act requires that all Maine government entities submit a review to legislative committee with oversight of that organization every seven years or when directed by said legislative committee. The Council received a letter from the Joint Standing Committee on Energy, Utilities and Technology in April of 2025 requesting the review of the Council. This was submitted to the committee on October 31, 2025.

## **Contracts and Vendor Selection Process:**

### *Relay Services:*

The current Relay Provider is T-Mobile. The provider was selected at the conclusion of a competitive Request for Proposal (RFP) process in March of 2025. The new contract for Relay Services with T-Mobile is in effect April 1, 2025, through March 31, 2027. T-Mobile provides a suite of relay services, which can be found on the Council's website [here](#). Since the Council's 2024 Annual Report was submitted, two changes have been made to services offered in Maine; ASCII relay mode was decommissioned on December 13, 2024, and Video-assisted Speech-to-Speech was no longer offered as of April 1, 2025. These services are not required by the FCC and neither service had significant usage. ASCII is an obsolete mode of Teletypewriter (TTY) service; it had almost no current TTY users, and no current manufacturers of TTY devices support the ASCII format. Although ASCII mode has been decommissioned, it is important to note that TTY services continue to be offered through more modern modes/formats and remain relatively popular.

### *Captioned Telephone Service:*

As mentioned earlier, the Council also oversees Captioned Telephone Service (CTS). Hamilton, Inc. is the provider for CTS and, to the Council's knowledge, is the only viable provider of CTS in the country. Information on CTS services and available CTS equipment options can be found [here](#). The Council will vote on whether or not to extend the existing contract with Hamilton at the Council's December meeting. This contract extension would be in effect through December 2026 and is essentially a one-year renewal of the same contract terms from 2025. The contract with Hamilton for CTS services was entered into in January 2022 after T-Mobile decided to discontinue these services as a result of the FCC removing the mandate.

### *Relay Outreach and Council Administrative Services:*

The Outreach Provider has been Disability Rights Maine (DRM) since the initial contract began on August 1, 2019. In October 2019, the contract was amended to include administrative services for the Council. The Council extended this contract for an additional year, covering outreach and administrative services from July 1, 2023 through June 30, 2024.

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When the Executive Director was hired, the Council and DRM agreed to an additional extension for outreach services only. This extension was in effect through June of 2025.

The Council published an RFP in the spring in anticipation of a new outreach contract beginning on July 1, 2025. Due to several unforeseen delays, the RFP was delayed and an extension of outreach services was needed from July 1, 2025 through October 31, 2025.

At the conclusion of the competitive bidding process, the Council selected DRM to continue to be the outreach vendor for the state. The new agreement runs from November 1, 2025 through October 31, 2028. Information regarding DRM services can be found on their website [here](#).

## *Executive Director:*

Following the passage of Public Law 2023, chapter 182, "An Act to Improve the Telecommunications Relay Services Council by Reducing Its Membership and Allowing for the Hiring of an Executive Director" (became law October 25, 2023) the Council was permitted to hire an executive director. Atlantic Staffing, through the agency's master agreement with the state, provides the Council with employment services for this position. The current agreement is through December 31, 2025. The state has extended its agreement with Atlantic through April 30, 2026 due to the currently open RFP for the new MSA. The Council will be voting on the four-month extension at the December meeting.

## **Finances:**

The Council submits an annual budget request to the PUC. This report is due annually on June 30 and aligns with the most recent fiscal year. This report details the expenditures of the Council and is available by request. Please find a summary of spending since January 1, 2025, in Attachment A. The attachment also shows expenditures by vendor and/or organization.

The Council has a contract with the Department of Administrative and Financial Services (DAFS) for the processing and payment of invoices and financial reporting. The Council also contracts with the Office of Information Technology (OIT) for;

- State email accounts for the Council and the Executive Director;
- Equipment for the Executive Director (laptop and accessories); and
- Zoom and Adobe licenses.

The Council is also a member of two national organizations, The National Association for State Relay Administration ([NASRA](#)) and the Telecommunications Equipment Distribution Program Association ([TEDPA](#)). The Council pays each organization annual membership fees and intends to send a representative to the annual conferences each year. In 2025, these organizations discussed a possible merger. The Council will continue to monitor these discussions as they progress into early 2026.

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The Council has additional regular agreements in place with American Sign Language (ASL) interpreters as well as Computer Aided Real-Time Transcription (CART) services for the quarterly meetings.

## **Technological Advancements and Accessibility:**

### *Analog to Digital Transition:*

Relay services currently include a mix of analog-based and internet-based services.

Technological developments will affect the services offered to the community in the coming years, especially analog-based relay services. The change to digital telephone service from analog (copper wire) service is already well underway. This will mean that traditional analog TTY users and analog CTS users will need to eventually shift to digital-based TRS services. As the analog-to-digital transition accelerates, analog-based relay services and devices will likely be phased out entirely. The Council is working closely with DRM on efforts to reach these users and to work to shift them to digital-based relay services.

As stated previously, the Council will vote on whether or not to extend the existing contract with Hamilton for CTS at the Council's December meeting. The decision will be based on the work and recommendations of the CTS subcommittee. The Council is continuing to monitor usage of other available services in Maine as well as in other states.

The FCC held an open meeting on November 20, 2025. One of the items on the agenda was a Notice of Proposed Rulemaking (NPRM) regarding the modernization of TRS. The NPRM was adopted, and the Commission will seek comment on the following, with subsequent proceedings to be announced;

- terminating the mandatory status of TTY-based relay service for state-based TRS programs;
- facilitating the transition of analog TRS users to Internet based forms of TRS;
- recognizing IP STS as a compensable form of TRS;
- certifying a national analog relay provider; and
- streamlining TRS provider certification and data collection processes, updating or eliminating obsolete rules, and closing an outdated docket.

The Council will continue to monitor and will partner with NASRA and TEDPA to submit relevant comments.

### *Accessibility:*

The Council hired InforMe to redesign the Council's website. The new layout is far easier to navigate and the Council is in the process of updating the public documents available on the site,

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a schedule of outreach events, and educational videos about some of the services offered in Maine.

Additionally, the Council will need to adhere to the accessibility rule from the Department of Justice, which can be found [here](#). The Council will work closely with the Maine Office of Information Technology and InforME to ensure it is compliant by April 24, 2026.

The Council would be pleased to provide additional information if requested and to answer any questions the Commission may have.

Department: 95T  
 Appropriation: Z26601  
 Fund: 014

Attachment A  
 \*DAFS, 11/18/2025

**Maine Telecommunications Relay Services**  
**SFY2026 Expenses by Object Group and Month**  
**As of October 31, 2025**

Obj Group	Expenses:	Budget/ Allotment	1	2	3	4	5	6	7	8	9	10	11	12	YTD Expenses	Total Encumbered	Total Obligations	Remaining Budget
			1/2025	2/2025	3/2025	4/2025	5/2025	6/2025	7/2025	8/2025	9/2025	10/2025						
40	Prof. Services, Not By State	\$ 629,547	\$ 16,993	\$ 19,602	\$ 26,187	\$ 39,136	\$ 31,420	\$ 32,490	\$ 25,351	\$ 18,394	\$ 11,466	\$ 30,272			\$ 251,311	\$ 124,448	\$ 375,759	\$ 253,788
41	Prof. Services, By State	5,000	983	-	-	983	-	-	1,310	-	-	1,310			\$ 4,586	\$ -	\$ 4,586	\$ 414
43	Travel Expenses, Out of State	-	-	-	-	-	-	-	-	-	-	-			\$ -	\$ -	\$ -	\$ -
46	Rents	300	-	-	-	-	-	-	-	-	-	-			\$ -	\$ -	\$ -	\$ 300
49	General Operations	500	-	-	-	-	-	300	589	-	-	-			\$ 889	\$ -	\$ 889	\$ (389)
53	Technology	2,700	235	235	-	471	235	235	235	395	-	559			\$ 2,601	\$ 7,300	\$ 9,901	\$ (7,201)
85	Stacap	7,000	212	231	305	472	368	384	428	293	179	500			\$ 3,373	\$ -	\$ 3,373	\$ 3,628
		<b>\$ 645,047</b>	<b>\$ 18,424</b>	<b>\$ 20,068</b>	<b>\$ 26,492</b>	<b>\$ 41,063</b>	<b>\$ 32,024</b>	<b>\$ 33,410</b>	<b>\$ 27,913</b>	<b>\$ 19,081</b>	<b>\$ 11,644</b>	<b>\$ 32,641</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 262,759</b>	<b>\$ 131,748</b>	<b>\$ 394,507</b>	<b>\$ 250,540</b>

**Details of expenses & encumbrances:**

	Exp.	Enc.	Total
MAINE INFORMATION NETWORK LLC	-	7,300	7,300
Atlantic Staffing and Payroll Services	61,451	20,060	81,511
Disability Rights Maine	72,500	19,500	92,000
Hamilton Relay Inc	33,768	12,888	46,655
Mary Jane Grant Sign Language	1,720	-	1,720
Shari E Majeski	1,513	-	1,513
T-Mobile USA INC.	80,000	72,000	152,000
40 Misc Prof Fees- Quickbooks	361	-	361
41 Professional Services	4,586	-	4,586
49 General Operations	889	-	889
53 Technology	2,601	-	2,601
85 Stacap	3,373	-	3,373
	<b>\$ 262,759</b>	<b>\$ 131,748</b>	<b>394,507</b>

\*Please note that while the 'Out of State Travel Expenses' is blank for 10/2025, the Chair did attend a conference. Payment was made via the Council's PCard. All necessary paperwork was submitted and is being processed.

Checks 

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