

Maryland Relay Captioned Call Customer Care Summary - June 2020

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		
Setup		
Setup Total		0
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		
Grand Total		0

Maryland Relay Captioned Call Customer Care Summary - July 2020

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		1
Setup Total		1
Info/Referral/Consumer Ed		1
Info/Referral/Consumer Ed Total		1
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	1
CapTel Service Total		1
Grand Total		3

Maryland Relay Captioned Call Customer Care Summary - August 2020

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		
Setup Total		0
Info/Referral/Consumer Ed		1
Info/Referral/Consumer Ed Total		1
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		
Grand Total		1

Maryland Relay Captioned Call Customer Care Summary - September 2020

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		
Setup Total		0
Info/Referral/Consumer Ed		1
Info/Referral/Consumer Ed Total		1
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		1

Maryland Relay Captioned Call Customer Care Summary - October 2020

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		2
Setup Total		2
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		2

Maryland Relay Captioned Call Customer Care Summary - November 2020

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		
Setup Total		0
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		0

Maryland Relay Captioned Call Customer Care Summary - December 2020

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		
Setup Total		0
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		0

Maryland Relay Captioned Call Customer Care Summary - January 2021

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		4
Setup Total		4
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		
Grand Total		4

Maryland Relay Captioned Call Customer Care Summary - February 2021

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		
Setup Total		0
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		0

Maryland Relay Captioned Call Customer Care Summary - March 2021

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		
Setup Total		0
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		0

Maryland Relay Captioned Call Customer Care Summary - April 2021

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		
Setup Total		0
Info/Referral/Consumer Ed		
Info/Referral/Consumer Ed Total		0
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		0

Maryland Relay Captioned Call Customer Care Summary - May 2021

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	
CapTel Total		0
CapTel Inquiry	Miscellaneous	
CapTel Inquiry	How to place a call	
CapTel Inquiry Total		0
Setup		2
Setup Total		2
Info/Referral/Consumer Ed		2
Info/Referral/Consumer Ed Total		2
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		4

June 2020 - May 2021
Maryland Relay Captioned Call Yearly Commission Report

Category	Sub-Category	# of SRs
CapTel	Other	0
CapTel	Compliments	0
CapTel Total		0
CapTel Inquiry	Miscellaneous	0
CapTel Inquiry	How to place a call	0
CapTel Inquiry Total		0
Setup		9
Setup Total		9
Info/Referral/Consumer Ed		5
Info/Referral/Consumer Ed Total		5
CapTel Complaints	Miscellaneous	0
CapTel Complaints	Speed of Connection	0
CapTel Complaints	Service	0
CapTel Complaints Total		0
CapTel Service	Complaint	1
CapTel Service Total		1
Grand Total		15