

## Maryland Relay Customer Care Summary - June 2020

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Equipment	User Equipment	5
<b>Total</b>		<b>5</b>
General Information	Wrong Number/Hang Up	65
General Information	Consumer Education	2
General Information	How to Place/Receive a Call	4
General Information	Interpreter Requested	2
General Information	Remote Conference Captioning	2
<b>Total</b>		<b>75</b>
Operations Complaints	Didn't Follow Policy/Procedure	1
<b>Total</b>		<b>1</b>
<b>Grand Total</b>		<b>81</b>

## Maryland Relay Customer Care Summary - July 2020

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Equipment	User Equipment	6
<b>Total</b>		<b>6</b>
General Information	Wrong Number/Hang Up	39
General Information	Remote Conference Captioning	6
General Information	Consumer Education	3
General Information	How to Place/Receive a Call	5
<b>Total</b>		<b>53</b>
Operations Complaints	Remote Conference Captioning	1
<b>Total</b>		<b>1</b>
<b>Grand Total</b>		<b>60</b>

## Maryland Relay Customer Care Summary - August 2020

Category	Sub-Category	# of Incidents
Customer Profile	Profile Request	1
<b>Total</b>		<b>1</b>
Equipment	User Equipment	3
<b>Total</b>		<b>3</b>
General Information	Wrong Number/Hang Up	47
General Information	How to Place/Receive a Call	3
General Information	Remote Conference Captioning	4
General Information	Consumer Education	1
<b>Total</b>		<b>55</b>
Outreach Requests		1
<b>Total</b>		<b>1</b>
Technical Complaints	Connection Issues	1
<b>Total</b>		<b>1</b>
<b>Grand Total</b>		<b>61</b>

## Maryland Relay Customer Care Summary - September 2020

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Equipment	User Equipment	3
<b>Total</b>		<b>3</b>
General Information	How to Place/Receive a Call	3
General Information	Wrong Number/Hang Up	81
General Information	Consumer Education	3
General Information	Miscellaneous	1
General Information	Remote Conference Captioning	2
<b>Total</b>		<b>90</b>
<b>Grand Total</b>		<b>93</b>

## Maryland Relay Customer Care Summary - October 2020

Category	Sub-Category	# of Incidents
Customer Profile	Profile Request	1
<b>Total</b>		<b>1</b>
Equipment	User Equipment	2
Equipment	Miscellaneous	1
<b>Total</b>		<b>3</b>
General Information	Consumer Education	1
General Information	Wrong Number/Hang Up	46
General Information	Remote Conference Captioning	4
General Information	How to Place/Receive a Call	5
<b>Total</b>		<b>56</b>
<b>Grand Total</b>		<b>60</b>

## Maryland Relay Customer Care Summary - November 2020

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Customer Profile	Profile Request	2
<b>Total</b>		<b>2</b>
Equipment	User Equipment	2
<b>Total</b>		<b>2</b>
General Information	Consumer Education	2
General Information	Wrong Number/Hang Up	48
General Information	How to Place/Receive a Call	1
<b>Total</b>		<b>51</b>
<b>Grand Total</b>		<b>55</b>

## Maryland Relay Customer Care Summary - December 2020

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Customer Profile	Profile Request	2
<b>Total</b>		<b>2</b>
Equipment	User Equipment	3
<b>Total</b>		<b>3</b>
General Information	How to Place/Receive a Call	5
General Information	Consumer Education	1
General Information	Remote Conference Captioning	2
General Information	Wrong Number/Hang Up	40
<b>Total</b>		<b>48</b>
<b>Grand Total</b>		<b>53</b>

## Maryland Relay Customer Care Summary - January 2021

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Customer Profile	Profile Request	1
<b>Total</b>		<b>1</b>
Equipment	User Equipment	3
<b>Total</b>		<b>3</b>
General Information	Remote Conference Captioning	5
General Information	How to Place/Receive a Call	10
General Information	Consumer Education	4
General Information	Wrong Number/Hang Up	72
<b>Total</b>		<b>91</b>
Outreach Requests		1
<b>Total</b>		<b>1</b>
<b>Grand Total</b>		<b>96</b>



## Maryland Relay Customer Care Summary - February 2021

Category	Sub-Category	# of Incidents
Customer Profile	Profile Request	3
<b>Total</b>		<b>3</b>
Equipment	User Equipment	3
Equipment	Miscellaneous	1
<b>Total</b>		<b>4</b>
General Information	How to Place/Receive a Call	6
General Information	Consumer Education	1
General Information	Wrong Number/Hang Up	54
General Information	Remote Conference Captioning	1
<b>Total</b>		<b>62</b>
Operations Complaints	Didn't Follow Instructions	1
<b>Total</b>		<b>1</b>
Technical Complaints	Connection Issues	1
<b>Total</b>		<b>1</b>
<b>Grand Total</b>		<b>71</b>

## Maryland Relay Customer Care Summary - March 2021

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Equipment	User Equipment	3
<b>Total</b>		<b>3</b>
External Complaints		1
<b>Total</b>		<b>1</b>
General Information	Wrong Number/Hang Up	44
General Information	How to Place/Receive a Call	5
General Information	Remote Conference Captioning	3
General Information	Consumer Education	2
General Information	Request Other State's Relay Nbr	1
General Information	Miscellaneous	1
<b>Total</b>		<b>56</b>
<b>Grand Total</b>		<b>60</b>

## Maryland Relay Customer Care Summary - April 2021

Category	Sub-Category	# of Incidents
Customer Profile	Profile Request	1
<b>Total</b>		<b>1</b>
Equipment	User Equipment	2
<b>Total</b>		<b>2</b>
General Information	Wrong Number/Hang Up	38
General Information	How to Place/Receive a Call	8
General Information	Remote Conference Captioning	4
General Information	Consumer Education	5
General Information	Interpreter Requested	1
<b>Total</b>		<b>56</b>
<b>Grand Total</b>		<b>59</b>

## Maryland Relay Customer Care Summary - May 2021

<b>Category</b>	<b>Sub-Category</b>	<b># of Incidents</b>
Customer Profile	Profile Request	3
<b>Total</b>		<b>3</b>
Equipment	Miscellaneous	1
Equipment	User Equipment	4
<b>Total</b>		<b>5</b>
General Information	Remote Conference Captioning	5
General Information	How to Place/Receive a Call	4
General Information	Wrong Number/Hang Up	44
General Information	Consumer Education	2
<b>Total</b>		<b>55</b>
<b>Grand Total</b>		<b>63</b>

## June 2020 - May 2021 Yearly TRS Commission Report

Category	Sub-Category	# of Incidents
Customer Profile	Profile Request	14
<b>Total</b>		<b>14</b>
Equipment	User Equipment	39
Equipment	Miscellaneous	3
<b>Total</b>		<b>42</b>
General Information	How to Place/Receive a Call	59
General Information	Consumer Education	27
General Information	Wrong Number/Hang Up	618
General Information	Request Other State's Relay Nbr	1
General Information	Interpreter Requested	3
General Information	Miscellaneous	2
General Information	Remote Conference Captioning	38
<b>Total</b>		<b>748</b>
Operations Complaints	Didn't Follow Policy/Procedure	1
Operations Complaints	Didn't Follow Instructions	1
Operations Complaints	Remote Conference Captioning	1
<b>Total</b>		<b>3</b>
Technical Complaints	Connection Issues	2
<b>Total</b>		<b>2</b>
Outreach Requests		2
<b>Total</b>		<b>2</b>
<b>Grand Total</b>		<b>812</b>