



State of Maine
Maine Telecommunications Relay Service Advisory Council
Governor Baxter School for the Deaf
1 Mackworth Island
Falmouth, ME 04105

Janet T. Mills
GOVERNOR

Terry Morrell
CHAIR

June 26, 2019

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2018 through May 31, 2019
CG DOCKET NO. 03-123

Dear Ms. Dortch:

The Maine Telecommunications Relay Service Advisory Council respectfully submits the enclosed complaint logs in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. The Council submits two logs from the two companies that provided telecommunications relay services and CapTel services in Maine for the reporting period in issue:

Hamilton Relay was under contract with the Council until December 31, 2018;
Sprint Accessibility's contract with the Council commenced January 1, 2019

The Complaint Logs from both entities is attached to this letter. If you have any questions, please contact me at 207-624-3687.

Respectfully submitted,

A handwritten signature in black ink that reads "Elizabeth J. Wyman".

Elizabeth J. Wyman
Member, Maine TRS Council



Sprint
Accessibility

Maine FCC Complaint Log

2019

Complaint Tracking for ME (01/01/2019-05/31/2019). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Date Generated: Fri, Jun. 7th, 2019 @ 03:27:26 PM CT

Maine CapTel FCC Complaint Report 6/1/2018 to 12/31/2018

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
There were no CapTel complaints in violation of FCC standards from June, 2018 to December, 2018.									

Maine Relay 2018 FCC TRS Complaint Report

June 2018 - December 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180920-000058	09/20/2018 04:39 PM		Erica	Erica	Customer stated they were not receiving assistance from the Maine outreach coordinators. Customer stated they had attempted to contact them repeatedly with no response.	09/21/2018 02:12 PM	Customer Care apologized and forwarded the information regarding the Hamilton outreach coordinator to management. Management contacted the outreach coordinator regarding this complaint. The outreach coordinator indicated that this consumer initially contacted her in her role with the equipment distribution program at Disability Rights Maine (DRM). DRM has been working extensively with this consumer to help solve their communication difficulties. DRM staff held a follow up appointment with this consumer to explore other options that might help with their communication difficulties.	External Complaints	Miscellaneous
181127-000053	11/27/2018 01:46 PM		Tyna	Tyna	Customer stated they were receiving a lot of garble during the call.	11/27/2018 01:47 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
181128-000046	11/28/2018 02:55 PM		Tyna	Tyna	Customer stated their conversation was garbled and were unable to communicate with Relay when using TTY function on iPhone IOS.	11/28/2018 02:56 PM	Customer Care provided troubleshooting tips; which were unsuccessful and referred customer to Apple Support. Customer understood.	External Complaints	Miscellaneous