

Maryland Relay Captioned Call Customer Care Summary - Template

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 - June 2018

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		7
Setup Total		7
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		
Grand Total		9

Maryland Relay Captioned Call Customer Care Summary - July 2018

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

Maryland Relay Captioned Call Customer Care Summary - August 2018

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		7
Info/Referral/Consumer Ed Total		7
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		
Grand Total		9

Maryland Relay Captioned Call Customer Care Summary - September 2018

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		3
Setup Total		3
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		3

Maryland Relay Captioned Call Customer Care Summary - October 2018

Category	Sub-Category	# of SRs
CapTel	Other	
CapTel	Compliments	1
CapTel Total		1
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		0
Grand Total		5

Maryland Relay Captioned Call Customer Care Summary - November 2018

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		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		3

Maryland Relay Captioned Call Customer Care Summary - December 2018

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		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		3

Maryland Relay Captioned Call Customer Care Summary - January 2019

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	
CapTel Service Total		
Grand Total		2

Maryland Relay Captioned Call Customer Care Summary - February 2019

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 - March 2019

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		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	1
CapTel Service Total		1
Grand Total		4

Maryland Relay Captioned Call Customer Care Summary - April 2019

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		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		3

Maryland Relay Captioned Call Customer Care Summary -May 2019

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		3
Info/Referral/Consumer Ed Total		3
CapTel Complaints	Miscellaneous	
CapTel Complaints	Speed of Connection	
CapTel Complaints	Service	
CapTel Complaints Total		0
CapTel Service	Complaint	
CapTel Service Total		0
Grand Total		3

June 2018 - May 2019
Maryland Relay Captioned Call Yearly Commission Report

Category	Sub-Category	# of SRs
CapTel	Other	0
CapTel	Compliments	1
CapTel Total		1
CapTel Inquiry	Miscellaneous	0
CapTel Inquiry	How to place a call	0
CapTel Inquiry Total		0
Setup		26
Setup Total		26
Info/Referral/Consumer Ed		22
Info/Referral/Consumer Ed Total		22
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		50