

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	
Other Customer Issues	Customer Dialed Wrong Number	
Other Customer Issues	Inquiries/General Information	
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	
Other Customer Issues	Req a test call to cust equip	
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		0
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		0

Maryland Relay TRS Customer Care Summary - June 2018

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	2
Other Customer Issues	Customer Dialed Wrong Number	43
Other Customer Issues	Inquiries/General Information	10
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	
Other Customer Issues	Profile-Update/Change	1
Other Customer Issues	Refer to TAM	1
Other Customer Issues	Req a test call to cust equip	2
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		59
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	1
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		1
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		60

Maryland Relay TRS Customer Care Summary - July 2018

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	3
Other Customer Issues	Customer Dialed Wrong Number	40
Other Customer Issues	Inquiries/General Information	4
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	3
Other Customer Issues	Profile-Update/Change	1
Other Customer Issues	Refer to TAM	
Other Customer Issues	Req a test call to cust equip	2
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		53
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		53

Maryland Relay TRS Customer Care Summary - August 2018

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	4
Other Customer Issues	Customer Dialed Wrong Number	36
Other Customer Issues	Inquiries/General Information	2
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	1
Other Customer Issues	Req a test call to cust equip	
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		43
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	1
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		1
Grand Total		44

Maryland Relay TRS Customer Care Summary - September 2018

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	11
Other Customer Issues	Customer Dialed Wrong Number	34
Other Customer Issues	Inquiries/General Information	2
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	1
Other Customer Issues	Profile-Update/Change	1
Other Customer Issues	Refer to TAM	2
Other Customer Issues	Req a test call to cust equip	3
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		54
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		54

Maryland Relay TRS Customer Care Summary - October 2018

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	3
Other Customer Issues	Customer Dialed Wrong Number	22
Other Customer Issues	Inquiries/General Information	8
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	2
Other Customer Issues	Profile-Update/Change	1
Other Customer Issues	Refer to TAM	1
Other Customer Issues	Req a test call to cust equip	
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		37
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	1
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		1
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		38

Maryland Relay TRS Customer Care Summary - November 2018

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	8
Other Customer Issues	Customer Dialed Wrong Number	42
Other Customer Issues	Inquiries/General Information	4
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	4
Other Customer Issues	Req a test call to cust equip	1
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		59
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	1
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		1
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	1
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		1
Grand Total		61

Maryland Relay TRS Customer Care Summary - December 2018

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	3
Other Customer Issues	Customer Dialed Wrong Number	31
Other Customer Issues	Inquiries/General Information	4
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	1
Other Customer Issues	Req a test call to cust equip	
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		39
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		39

Maryland Relay TRS Customer Care Summary - January 2019

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	4
Other Customer Issues	Customer Dialed Wrong Number	31
Other Customer Issues	Inquiries/General Information	7
Other Customer Issues	Outreach Requests	1
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	1
Other Customer Issues	Req a test call to cust equip	1
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		45
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		45

Maryland Relay TRS Customer Care Summary - February 2019

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	10
Other Customer Issues	Customer Dialed Wrong Number	28
Other Customer Issues	Inquiries/General Information	7
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	3
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	
Other Customer Issues	Req a test call to cust equip	2
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		50
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		50

Maryland Relay TRS Customer Care Summary - March 2019

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	5
Other Customer Issues	Customer Dialed Wrong Number	51
Other Customer Issues	Inquiries/General Information	6
Other Customer Issues	Outreach Requests	
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	1
Other Customer Issues	Profile-Set up	1
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	2
Other Customer Issues	Req a test call to cust equip	4
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		70
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		70

Maryland Relay TRS Customer Care Summary - April 2019

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	3
Other Customer Issues	Customer Dialed Wrong Number	44
Other Customer Issues	Inquiries/General Information	8
Other Customer Issues	Outreach Requests	1
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	1
Other Customer Issues	Profile-Update/Change	
Other Customer Issues	Refer to TAM	1
Other Customer Issues	Req a test call to cust equip	5
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		63
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		0
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		63

Maryland Relay TRS Customer Care Summary - May 2019

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	5
Other Customer Issues	Customer Dialed Wrong Number	37
Other Customer Issues	Inquiries/General Information	5
Other Customer Issues	Outreach Requests	1
Other Customer Issues	Profile-Clarification	
Other Customer Issues	Profile-Miscellaneous	
Other Customer Issues	Profile-Set up	
Other Customer Issues	Profile-Update/Change	1
Other Customer Issues	Refer to TAM	1
Other Customer Issues	Req a test call to cust equip	2
Other Customer Issues	Req to block calls from Relay	
Other Customer Issues	Transfer to STS Training Line	
Other Customer Issues Total		52
Operational Complaints	Accuracy	
Operational Complaints	Answer Performance	
Operational Complaints	Attitude	1
Operational Complaints	Center Background Noise	
Operational Complaints	Confidentiality	
Operational Complaints	Delayed--responses after GA	
Operational Complaints	Failure to comply	
Operational Complaints	Failure to Follow Policy/Proc	
Operational Complaints	Failure to provide ID	
Operational Complaints	Gender Accommodation	
Operational Complaints	In-Call Replacement	
Operational Complaints	Spelling	
Operational Complaints	Transparency	
Operational Complaints	Typing Speed	
Operational Complaints	Verbatim	
Operational Complaints Total		1
Commendations-Compliments		
Commendations-Compliments Total		0
Technical Complaints	Billing	
Technical Complaints	Dead Calls (No Response)	
Technical Complaints	Disconnect without response	
Technical Complaints	Garbling	
Technical Complaints	Message Macros	
Technical Complaints	Tech issue with 711 problems	
Technical Complaints	Tech issue with Equipment	
Technical Complaints	Tech Issues with VCO	
Technical Complaints Total		0
Grand Total		53

June 2018 - May 2019
Maryland Relay TRS Yearly Commission Report

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	61
Other Customer Issues	Customer Dialed Wrong Number	439
Other Customer Issues	Inquiries/General Information	67
Other Customer Issues	Outreach Requests	3
Other Customer Issues	Profile-Clarification	0
Other Customer Issues	Profile-Miscellaneous	1
Other Customer Issues	Profile-Set up	11
Other Customer Issues	Profile-Update/Change	5
Other Customer Issues	Refer to TAM	15
Other Customer Issues	Req a test call to cust equip	22
Other Customer Issues	Req to block calls from Relay	0
Other Customer Issues	Transfer to STS Training Line	0
Other Customer Issues Total		624
Operational Complaints	Accuracy	0
Operational Complaints	Answer Performance	0
Operational Complaints	Attitude	2
Operational Complaints	Center Background Noise	0
Operational Complaints	Confidentiality	0
Operational Complaints	Delayed--responses after GA	0
Operational Complaints	Failure to comply	0
Operational Complaints	Failure to Follow Policy/Proc	2
Operational Complaints	Failure to provide ID	0
Operational Complaints	Gender Accommodation	0
Operational Complaints	In-Call Replacement	0
Operational Complaints	Spelling	0
Operational Complaints	Transparency	0
Operational Complaints	Typing Speed	0
Operational Complaints	Verbatim	0
Operational Complaints Total		4
Commendations-Compliments		0
Commendations-Compliments Total		0
Technical Complaints	Billing	0
Technical Complaints	Dead Calls (No Response)	0
Technical Complaints	Disconnect without response	1
Technical Complaints	Garbling	0
Technical Complaints	Message Macros	0
Technical Complaints	Tech issue with 711 problems	0
Technical Complaints	Tech issue with Equipment	1
Technical Complaints	Tech Issues with VCO	0
Technical Complaints Total		2
Grand Total		630