



State of Maine
Maine Telecommunications Relay Service Advisory Council
Governor Baxter School for the Deaf
1 Mackworth Island
Falmouth, ME 04105
(207)-781-6284

Paul R. LePage
GOVERNOR

William Nye
CHAIR

June 27, 2018

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, 2017 through May 31, 2018
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Maine Telecommunications Relay Service Advisory Council respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1006 12th Street, Aurora, NE 68818, is under contract with the Maine Telecommunications Relay Service Advisory Council to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Maine. Maine's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint which originates via a toll-free telephone number, e-mail, website, in person, in writing or via Live Chat. We strive to respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours.

Maine Relay has received a total of 5 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2017 through May 31, 2018. In addition, Maine Relay has received a total of 0 CTS complaints in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 207-766-7148 (VRS) or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Respectfully submitted,

William H. Nye

William Nye Chair,
Maine TRS Council

Maine CapTel FCC Complaint Report 6/1/2017 to 5/31/2018

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
						There were no CapTel complaints in violation of FCC standards from June, 2017 to May, 2018.			

Maine Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170608-000046	6/8/2017		Voice	Jenn	Jenn	Customer stated they were no longer getting Directory Assistance at no cost.	6/8/2017	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
170909-000001	9/9/2017		TTY	Celeste	Tyna	Customer stated receiving a busy signal after phone is answered.	9/9/2017	Customer Care provided troubleshooting tips to resolve this issue and referred the customer to their telephone service provider for further assistance and Disability Rights Maine to check their equipment. Customer was satisfied.	External Complaints	Miscellaneous
171020-000089	10/20/2017		Voice	Mary	Mary	Customer stated when attempting to make a call through Relay New Hampshire they are reaching Maine Relay.	10/20/2017	Customer Care apologized and referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
171027-000038	10/27/2017		VCO	Tyna	Tyna	Customer stated when someone attempts to call them the caller is advised calls cannot be received during certain times.	10/30/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined calls were successfully made through Relay with no technical issues. Customer was advised to contact their telephone service provider for assistance and was satisfied.	Technical Complaints	Miscellaneous
180212-000083	2/12/2018		Voice	Dan	Dan	Customer stated they were not receiving type back from the CA when using an iPhone.	2/12/2018	Customer Care provided troubleshooting tips; but was unable to resolve the issue. Customer Care referred the customer to Apple Support for further assistance. Customer was satisfied.	External Complaints	Miscellaneous