

## June 2014 - May 2015 Yearly TRS Commission Report

### MD Relay/TAM Attachment 1

Category	Sub-Category	# of SRs
Other Customer Issues	Application requests for MAT	73
Other Customer Issues	Customer Dialed Wrong Number	2,940
Other Customer Issues	Inquiries/General Information	106
Other Customer Issues	Outreach Requests	2
Other Customer Issues	Profile-Clarification	3
Other Customer Issues	Profile-Miscellaneous	2
Other Customer Issues	Profile-Set up	19
Other Customer Issues	Profile-Update/Change	33
Other Customer Issues	Refer to TAM	31
Other Customer Issues	Req a test call to cust equip	2
Other Customer Issues	Req to block calls from Relay	0
Other Customer Issues	Transfer to STS Training Line	8
<b>Other Customer Issues Total</b>		<b>3,219</b>
Operational Complaints	Accuracy	0
Operational Complaints	Answer Performance	3
Operational Complaints	Attitude	17
Operational Complaints	Center Background Noise	0
Operational Complaints	Confidentiality	0
Operational Complaints	Delayed--responses after GA	0
Operational Complaints	Failure to comply	4
Operational Complaints	Failure to Follow Policy/Proc	15
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	1
Operational Complaints	Verbatim	0
<b>Operational Complaints Total</b>		<b>40</b>
Commendations-Compliments		25
<b>Commendations-Compliments Total</b>		<b>25</b>
Technical Complaints	Billing	1
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	11
Technical Complaints	Tech issue with Equipment	11
Technical Complaints	Tech Issues with VCO	3
<b>Technical Complaints Total</b>		<b>27</b>
External Complaints	Miscellaneous	1
<b>External Complaints Total</b>		<b>1</b>
<b>Grand Total</b>		<b>3,312</b>