

Maine Relay 2015 FCC TRS Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
504145	6/26/2014		Dawn	Dawn	Customer stated they have been unable to place a long distance call through Relay.	6/26/2014	Customer Service discovered that the customer's long distance carrier is not a participating carrier with Relay. Customer Service offered to set up a temporary workaround profile for the customer; which they refused. Customer stated their friend now uses Video Relay and they will no longer have to dial through Maine Relay. Customer disconnected.

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Category
Technical Complaints - Long Distance/Billing Issues