

**Telecommunications Access Maryland
2006 Annual Summary of Consumer Complaints
June 1, 2005 through May 31, 2006**

Operator Complaints	JUN '05	JUL '05	AUG '05	SEPT '05	OCT '05	NOV '05	DEC '05	JAN '06	FEB '06	MAR '06	APR '06	MAY '06	TOTAL
Typing Speed	1	0	1	5	0	0	0	0	0	0	0	0	7
Accuracy	0	0	0	0	1	0	0	0	0	0	0	0	1
Spelling	0	1	0	0	0	0	0	0	0	0	0	0	1
Verbatim	3	0	0	0	0	0	2	0	0	0	0	0	5
Transparency	3	0	0	0	2	0	0	0	0	0	1	0	6
Failure to provide ID	0	0	0	1	1	1	0	0	1	0	0	0	4
Delayed-responses after GA	0	1	0	2	2	0	0	0	0	0	0	0	5
Answer Performance	2	3	0	0	1	0	0	0	0	0	0	0	6
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Comply	1	0	2	2	2	2	0	0	1	0	0	0	10
Gender Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	1
Attitude	3	2	0	2	4	1	0	0	1	1	1	0	15
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	13	7	3	12	13	4	2	0	4	1	2	0	61

Various Technical	JUN '05	JUL '05	AUG '05	SEPT '05	OCT '05	NOV '05	DEC '05	JAN '06	FEB '06	MAR '06	APR '06	MAY '06	TOTAL
Billing	2	2	1	4	2	2	1	1	0	2	0	0	17
Dead Calls (No Response)	0	0	0	0	0	1	0	0	1	0	0	0	2
Technical	3	2	1	2	2	2	1	3	0	1	0	0	17
Abruptly disconnected w/o response	1	2	0	1	0	4	2	0	0	2	0	0	12
Messages Macros	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	6	6	2	7	4	9	4	4	1	5	0	0	48