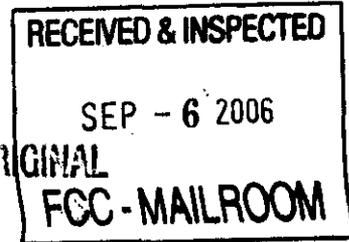


August 25, 2006

✓ Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

DOCKET FILE COPY ORIGINAL



Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Maine Telecommunications Relay Service Advisory Council respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 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. The State of Maine's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure

No. of Copies rec'd _____
List A B C D E

0

- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down
- *CapTel* Complaints

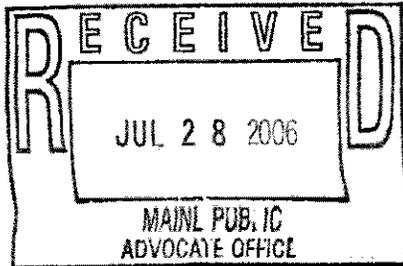
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

Please feel free to contact me at 207-287-2445 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



William C. Black
Deputy Public Advocate
Office of Public Advocate



MCD
MAINE CENTER ON DEAFNESS

COMMUNICATIONS ACCESS PROGRAM

Cost Sharing & Lending Programs
68 Bishop Street, Suite 3
Portland, Maine 04103-2616
(800) 639-3884 TTY/V (207) 797-7656, ext. 101 (207) 797-9791 (fax)
E-Mail: mcdtep@maine.rr.com

July 25, 2006

To Whom It May Concern:

The Maine Center on Deafness is the intermediary agency responsible for processing complaints from the citizens of Maine relative to the Hamilton Relay Services provided to the state.

For the year of July 1, 2005 through June 30, 2006 those contacts (which were few) were relative to the initiation of D-Link services and were requests for assistance as opposed to complaints.

All requests and information shared with MCD were immediately forwarded to Hamilton Relay Services to respond to accordingly. All information was then entered into the clients file.

The F.C.C. would have access to any and all contacts via the records of Hamilton Relay.

Respectfully submitted,

A handwritten signature in cursive that reads "Mary Mackay, Dir." with a flourish at the end.

Mary Mackay, Dir.
Me. Communications Access Program
Maine Center on Deafness



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 06-1175

Released: May 31, 2006

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND
TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE
ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE
MONDAY JULY 3, 2006**

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2006, on or before July 3, 2006.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate traditional TRS, interstate Speech-to-Speech (STS), interstate Spanish relay, interstate captioned telephone relay, Video Relay Service (VRS), or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2005, and May 31, 2006. Complaint log summaries shall include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, STS, captioned telephone, IP Relay, VRS), the number of complaints received that allege a violation of the federal TRS mandatory minimum standards,

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

All filings must reference CG Docket No. 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 3, 2006. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Pam Gregory, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C417, Washington, D.C. 20554 or by email at Pam.Gregory@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Your State_Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, D.C. 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, D.C. 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their web site www.bcpweb.com or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2498 (voice), (202) 418-1169 (TTY), or e-mail Pam.Gregory@fcc.gov.

- FCC -

³ See 47 C.F.R. § 64.604(c)(1).

Maine Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 06/02/2005

Record ID 9521

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 06/02/2005

Resolution Date 06/30/2005

Customer stated that she is using Nextalk Software in her office and there had been four times when she did not receive any typing from the CA.

Customer Service stated that this information would be forwarded to the technical department and explained the different settings that could cause issues with the software. The technical department discovered that the calls were connected to the relay, but there was no response from the customer. Customer Service notified the customer of the findings. Customer was thankful.

External Complaints—Miscellaneous

Inquire Date 07/16/2005

Record ID 9707

Call Taken By Lead CA

CA Number

Responded By Chris Doyle

Response Date 07/16/2005

Resolution Date 07/16/2005

Customer has a Vita Link set up with the Ambulance Service in her area. The service dials back to the customer when the Vita Link alarm goes off. The last two times the service has tried to call the customer using 711, the line has been busy and they have not been able to reach the customer.

Lead CA explained that it was possible that the translation number needed to be reset in Vita Link's PBX. Lead CA stated that Vita Link may want to use the toll free number and suggested that Customer Service would be available to assist the telephone administrator in regards to this issue. Customer was satisfied.

External Complaints—Miscellaneous

Inquire Date 08/02/2005

Record ID 9881

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 08/02/2005

Resolution Date 08/02/2005

Customer has been receiving fraudulent phone calls that are not through the relay.

Customer Service suggested the customer contact their local telephone company and law enforcement in regards to this issue.

External Complaints—Miscellaneous

Inquire Date 08/14/2005

Record ID 9932

Call Taken By Supervisor

CA Number

Responded By BJR

Response Date 08/14/2005

Resolution Date 08/14/2005

Customer was upset that the phone book listed the relay number as the repair number for the phone company. Customer felt it was the responsibility of the relay to know exactly what people are printing in the directories.

Supervisor explained that she would forward this information to Customer Service and the Relay Manager. Supervisor stated that because each telephone company prints their own directory the relay has no control over what is published. Telephone company information was not given. There has been no further contact from the customer on this issue.

External Complaints—Miscellaneous

Inquire Date 01/02/2006
Record ID 10835
Call Taken By Supervisor
CA Number
Responded By Brenda Malsbury
Response Date 01/02/2006
Resolution Date 01/02/2006

Customer attempted to place a call through the relay using AT&T long distance. CA was unable to place the call because the customer was calling from a restricted line.

Supervisor explained why this happens and directed the customer to contact their long distance provider. Customer understood.

External Complaints—Miscellaneous

Inquire Date 02/08/2006
Record ID 11025
Call Taken By Lead CA
CA Number
Responded By Chris Doyle/Tina Collingham
Response Date 02/09/2006
Resolution Date 02/09/2006

Customer was attempting to contact a deaf or hard of hearing employee and was receiving a recording that stated "This number is not accepting calls from blocked numbers". Customer insisted the block must be through the relay and would like this issue resolved.

Lead CA explained the recording that was being received was generated by either the local telephone company or the long distance carrier. Customer called back and stated that the issue was a non published number through the local telephone company. The customer was greatly appreciative of the assistance.

External Complaints—Miscellaneous

Inquire Date 02/23/2006
Record ID 11122
Call Taken By Customer Service Rep
CA Number
Responded By Dianne Buller
Response Date 02/23/2006
Resolution Date 03/01/2006

Customer stated that she was trying to place a call through the relay and she was receiving a message that her number was blocked.

Customer Service explained that relay does not block numbers and directed customer to contact her local telephone company in regards to this issue. Customer understood.

External Complaints—Miscellaneous

Inquire Date 05/16/2006
Record ID 11663
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/16/2006
Resolution Date 05/16/2006

Customer had static on her line and wondered if it was on her end of the call or the relay end of the call.

Customer Service investigated and discovered that when the CA switched to VCO mute, there was no static on the relay side of the call. Customer Service directed customer to their local service provider for assistance with the telephone line. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Inquire Date 10/13/2005
Record ID 10326
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/13/2005
Resolution Date 10/13/2005

Customer has been receiving harassing phone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/13/2005
Record ID 10415
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/18/2005
Resolution Date 10/18/2005***

Customer has been receiving fraudulent phone calls at their business and wants the calls blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/18/2005
Record ID 10337
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 10/18/2005
Resolution Date 10/18/2005***

Customer's daughter has been receiving prank calls through the relay at college. Customer is deaf and needs to use the relay to call her daughter, but would like these types of calls stopped. Customer would like a call back.

Customer Service contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/04/2005
Record ID 10520
Call Taken By Customer Service Rep
CA Number 9428
Responded By Tina Collingham
Response Date 11/04/2005
Resolution Date 11/04/2005***

Customer has been receiving harassing phone calls through the relay. Customer has received calls through different relay providers.

Because the customer stated the calls were coming from several Relay providers, Customer Service gave the appropriate Customer Service numbers for the other providers to the customer. Customer Service suggested that the customer take note of the provider, time of the call, the CA number and report this activity to law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/21/2005
Record ID 10565
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 11/21/2005
Resolution Date 11/21/2005***

Customer wanted the relay to be aware that when she tries to contact businesses, many will not accept her calls due to the past fraudulent activity and publicity.

Customer Service apologized and explained that the Relay was aware of this type of activity. Customer Service thanked the customer and asked if there were any particular businesses that Outreach could contact to further educate concerning legitimate Relay Services. Customer was appreciative, but declined the offer.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/30/2005
Record ID 10583
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 11/30/2005
Resolution Date 11/30/2005***

Customer stated that their business has been receiving fraudulent phone calls through the relay.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Managers explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/10/2006
Record ID 11026
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 02/10/2006
Resolution Date 02/10/2006***

Customer has been receiving harassing phone calls through the relay and wanted to know who was calling.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 09/15/2005
Record ID 10217
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 09/15/2005
Resolution Date 09/15/2005***

Customer has had problems with people being unable to hear her on the telephone. Customer is a VCO user.

Customer Service forwarded the call information to the technical department and discovered that it was CA error. Customer Service notified the customer and apologized. Customer Service placed several test calls to the customer and it appeared that this issue was occurring frequently. A profile was implemented to allow the customer's call to be connected quicker. All CAs were counseled in regards to this issue. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 01/12/2006
Record ID 10871
Call Taken By Supervisor
CA Number 6418
Responded By Tina Collingham
Response Date 01/13/2006
Resolution Date***

Customer was upset that the CA did not type all of the information from a recording. Customer asked CA specific questions about the recording and the CA did not respond to the customer.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

Inquire Date 02/01/2006

Record ID 11071

*Call Taken By Customer Service Rep
CA Number*

6232,6455,6272,6297,6448,6464,6416

Responded By Tina Collingham

Response Date 02/02/2006

Resolution Date 02/02/2006

Maine Center on Deafness representative contacted the relay while at a customer's home. The representative was installing HCO equipment and was having difficulties using the HCO feature through the relay.

Customer Service apologized and stated that the CAs would be counseled on proper HCO procedures. Customer Service suggested a profile also. The profile was implemented and customer was satisfied. All CAs have been counseled.

Service Complaints--Improper Use of Customer Data

Inquire Date 08/24/2005

Record ID 10045

*Call Taken By Customer Service Rep
CA Number*

Responded By Tina Collingham

Response Date 08/24/2005

Resolution Date 08/31/2005

Customer was placing a test call to her mother, who had just installed a VCO phone. Customer stated that the CA continued to send tones to the hearing party.

Customer Service apologized and stated this information would be forwarded to the technical department and a return call would be placed to the customer. The technical department discovered that the CA was in training and had confused the parties' connection modes. Customer Service contacted the customer to explain and implemented a profile for her mother. CA has received continual training and been monitored frequently. Customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 07/15/2005

Record ID 9762

*Call Taken By Customer Service Rep
CA Number 6888F & 6412M*

Responded By Tina Collingham

Response Date 07/20/2005

Resolution Date 07/20/2005

Customer has had difficulties with many of the CAs retrieving her messages from her answering machine. Customer did have compliments for four CAs, stating that they were very helpful and always did a nice job.

Regional Outreach Coordinator received this compliment and concern and assured the customer that it had been forwarded to the Relay Manager. CAs were counseled on proper voice mail message retrieval. Customer was satisfied.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 06/24/2005

Record ID 9526

*Call Taken By Customer Service Rep
CA Number*

Responded By Tina Collingham

Response Date 06/24/2005

Resolution Date

Customer requested USA Telephone as their long distance carrier and would like the profile to indicate a VCO connection. USA Telephone is not a participating carrier through the relay.

Customer Service explained that USA Telephone is not a participating carrier through the relay. Customer Service implemented the VCO connection on the profile. Customer understood. Customer Service continued to work with the carrier. USA Telephone has since become a participating carrier through the relay. Customer was notified and profile updated. Customer was satisfied.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 06/28/2005
Record ID 9524
Call Taken By Lead CA
CA Number
Responded By Steve Holzengel Jr.
Response Date 06/28/2005
Resolution Date 03/10/2006

Customer requested Time Warner as their long distance carrier. Time Warner is not a participating carrier through the relay.

Lead CA explained that Time Warner was not a participating carrier through the relay. Customer understood. Customer Service continued to work with the carrier. Time Warner became a participating carrier through the relay in November of 2005. Customer was notified, but did not set up a profile until March of 2006. Profile was implemented and customer was satisfied.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 08/16/2005
Record ID 9952
Call Taken By At the Workstation
CA Number
Responded By Tina Collingham
Response Date 08/16/2005
Resolution Date

Customer stated that she continues to receive long distance billing through AT&T, but her long distance is USA Telephone. Customer wanted to know what could be done to resolve this issue.

Customer Service explained that USA Telephone was not a participating carrier through the relay. Customer Service continued to work with USA Telephone. USA Telephone is now a participating carrier through the relay. Customer was notified and profile was implemented. Customer was pleased.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 09/23/2005
Record ID 10223
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 09/23/2005
Resolution Date 10/27/2005

Customer requested Pine Tree Network as their long distance carrier and needed to place a call right away. Pine Tree Network is not a participating carrier through the relay.

Customer Service explained that Pine Tree Network was not a participating carrier through the relay. Customer Service offered different carriers or a pre-paid calling card. Customer elected to purchase a Hamilton calling card. The card was activated and the customer was able to place their call. Customer Service mailed the card to the customer. Customer was satisfied. Customer Service continued to work with the carrier. As of October 2005, PineTree Network became a participating carrier through the relay. Customer was notified and profile was implemented. Customer was satisfied.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 10/15/2005
Record ID 10339
Call Taken By Customer Service Rep
CA Number
Responded By Steve Holoenzel, Jr.
Response Date 10/15/2005
Resolution Date

Customer requested Oxford Network as their long distance carrier. Customer was unable to place a call to her family. Customer stated that she was going to contact the Maine Center on Deafness when she was told that the relay could not bill to Oxford Network.

Supervisor explained that Oxford Network was not a participating carrier with the relay. Supervisor apologized for not being able to use her carrier of choice. Supervisor offered to place her call through another carrier, which the customer declined. Oxford Network was again contacted about becoming a participating carrier through the relay. At this time, Oxford Network is still not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 11/29/2005
Record ID 10622
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 11/29/2005
Resolution Date

Customer stated that a client was unable to access Oxford Network, as they are not a participating carrier through the relay.

Customer Service explained that the relay continues to contact the carrier, but they are not a participating carrier through the relay at this time. Customer Service explained other billing options to share with the client. Customer was satisfied. At this time, Oxford Network is not a participating carrier.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 01/11/2006
Record ID 10849
Call Taken By Operations Mgr
CA Number
Responded By Tina Collingham
Response Date 01/19/2005
Resolution Date

Customer requested Northland/Fairpoint New England as their long distance carrier. Northland/Fairpoint New England is not a participating carrier through the relay.

Customer Service explained that Northland/Fairpoint New England was not a participating carrier through the relay. The technical department continues to contact the carrier. At this time, Northland/Fairpoint New England is not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 01/11/2006
Record ID 10870
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 01/11/2006
Resolution Date

Customer requested Lingo Phone Company for their long distance carrier through the relay. Lingo Phone Company is not a participating carrier through the relay.

Supervisor explained that Lingo was not a participating provider through the relay and obtained the contact information for the long distance carrier. The information was forwarded to the technical department and Lingo Phone Company was contacted. Lingo Phone Company is not a participating carrier. Customer understood and has also contacted the long distance carrier.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 04/18/2006
Record ID 11523
Call Taken By Operations Mgr
CA Number
Responded By Tina Collingham
Response Date 04/18/2006
Resolution Date

Customer requested USA Telephone as their long distance carrier. USA Telephone was not a participating carrier through the relay.

Customer Service explained that USA Telephone was not a participating provider through the relay. Customer Service explained how the relay bills long distance calls when a carrier is unavailable. Customer understood and was going to contact the carrier. Customer Service forwarded this information to the technical department. The technical department continued to work with USA Telephone. USA Telephone is now a participating carrier through the relay. Customer was notified and profile was implemented. Customer was pleased.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 05/13/2006
Record ID 11691
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 05/16/2006
Resolution Date

Customer requested a carrier of choice profile to be set up for Fairpoint New England.

Customer Service explained that Fairpoint New England is not a participating carrier through the relay. Customer Service has contacted the carrier several times with no success.

Technical Complaints—Miscellaneous

Inquire Date 09/21/2005
Record ID 10258
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham/Joanne Lambert
Response Date 09/21/2005
Resolution Date 11/28/2005

A representative from Time Warner requested information in order to become a participating carrier with the relay.

Customer Service transferred the customer to the technical department in order to set up a Letter of Authorization. Information was faxed to Time Warner by the technical department. As of November 2005, Time Warner has become a participating carrier through the relay.

Technical Complaints—Miscellaneous

Inquire Date 03/30/2006
Record ID 11357
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 04/03/2006
Resolution Date 04/03/2006

Customer was attempting to reach a toll free number for national directory assistance that stated the customer must dial 10-15-15-800 now. Customer was upset because they were unable to dial the number through the relay.

Lead CA explained that relay is unable to dial 10-15-15-800. Customer Service reached the recording for the toll free number and attained the secondary number to dial. Customer Service explained that the customer would need to use the secondary number to place their call. Customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 06/01/2005
Record ID 9416
Call Taken By Customer Service Rep
CA Number
Responded By Mary Mackay
Response Date 06/24/2005
Resolution Date

Customer stated that he attempted to reach the relay four times. Three times the relay answered in voice or did not connect TTY mode. The fourth attempt the customer reached a CA and vented his frustrations and hung up.

Maine Center on Deafness stated that this message would be forwarded to the relay for further investigation. Customer Service received the complaint and sent the information to the technical department. The technical department investigated and discovered that the calls were connected to a CA but the caller hung up. Customer was offered a profile, but refused at this time. Customer Service mailed this info to the customer.

Technical Complaints--711 Problems

Inquire Date 01/24/2006
Record ID 10930
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 01/24/2006
Resolution Date 01/24/2006

Customer was having difficulties dialing 711 from their office. Customer was testing 711 from their office because the company was publishing the number for deaf/hard of hearing individuals and wanted to ensure it could be dialed from their office.

Customer Service explained that the office telephone system may not be programmed correctly. Customer Service offered to speak to the telephone administrator, but the customer refused. Customer Service gave the 800 number for the relay. Customer was satisfied.

Technical Complaints--711 Problems

Inquire Date 03/29/2006
Record ID 11321
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/29/2006
Resolution Date

Customer had requested a profile change. Customer also inquired about long distance through a cell phone when using the relay. Customer does not always reach Maine Relay when using 7-1-1 with a cell phone.

Customer Service explained how to use the Pocket VCO device on her cell phone and how a cell phone call works when dialing the relay. Customer Service set up a profile for the customer. Customer was satisfied. Customer Service was unable to contact the cell phone company regarding 711 because the customer refused to give that information to the relay.

CapTel-- Complaints

Inquire Date 02/22/2006
Record ID CT 2924
Call Taken By Customer Service Rep DF
CA Number
Responded By DF
Response Date 02/22/2006
Resolution Date 02/22/2006

Technical - General

Regional Network Problem identified. Temporary solution in place. User service restored. Working with network provider for long term solution.

CapTel-- Complaints

Inquire Date 04/20/2005
Record ID CT 5471
Call Taken By Customer Service Rep JS
CA Number
Responded By JS
Response Date 04/20/2006
Resolution Date 04/20/2006

Service - General

Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.

CapTel-- Complaints

Inquire Date 05/12/2006
Record ID CT 6503
Call Taken By Customer Service Rep RW
CA Number
Responded By RW
Response Date 05/12/2006
Resolution Date 05/12/2006

Billing - General

Discussed billing concern with customer and took corrective action.

CapTel-- Complaints

Disconnect/Reconnect during calls

Inquire Date 05/15/2006

Record ID CT 6909

Call Taken By Customer Service Rep DF

CA Number

Responded By DF

Response Date 05/15/2006

Resolution Date 05/15/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

Memorandum

To: William Black, Office of the Public Advocate
From: Derek D. Davidson, Director, Consumer Assistance Division
Date: July 18, 2006
Re: TTY Complaints

D.D.D.

In response to your request, we did not log any customer complaints regarding TTY or deaf-relay services between July 1, 2005 and June 30, 2006.

If you need additional information, please contact me.