



JOHN ELIAS BALDACCI
GOVERNOR

STATE OF MAINE
EXECUTIVE DEPARTMENT
PUBLIC ADVOCATE OFFICE
112 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0112

RICHARD DAVIES
PUBLIC ADVOCATE

September 13, 2007

FILED/ACCEPTED
OCT 10 2007
Federal Communications Commission
Office of the Secretary

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, 2006 through May 31, 2007
CG DOCKET NO. 03-123

Dear 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.

We also submit a memo indicating that no complaints about Maine Relay calls were received by the Consumer Assistance Division at the Maine Public Utilities Commission.

Hamilton tracks all complaints and all other customer service activity for the State of Maine. Hamilton's list of complaints includes any complaints received by the Maine Center on Deafness. 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 Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure

No. of Copies rec'd 091
List ABCDE

PRINTED ON RECYCLED PAPER

PHONE: (207) 287-2445 (Voice)

Richard.Davies@maine.gov (e-mail)
<http://www.maine.gov/meopa>

FAX: (207) 287-4317
FAX: (207) 287-4300

- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *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 and one complaint involving a customer calling Maine Poison Control and being routed to the Wisconsin Poison Control office. Hamilton is working with Poison Control to get this issue resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the 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,

A handwritten signature in black ink that reads "William C. Black". The signature is written in a cursive style with a large, stylized initial "W".

William C. Black

cc: William Nye
Dixie Ziegler



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 07-2762

Released: June 22, 2007

CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE MONDAY, JULY 2, 2007, AND THAT THEY HAVE AN ONGOING OBLIGATION TO REPORT CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN THEIR TRS PROGRAMS

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, 2007, on or before Monday, July 2, 2007.

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, 2006, and May 31, 2007. 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

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.

number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

State Complaint Log Summary filings must reference CG Docket No. 03-123. All filings should reference the subject Request including the Docket number and DA number of this Public Notice. Filings may be filed using: (1) the Commission's Electronic Comment Filing System (ECFS); or (2) by filing paper copies.

Electronic Filers: Filings may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/cgb/ecfs/>. Follow the instructions provided on the website for submitting electronic filings.

- For ECFS filers, if multiple docket or rulemaking numbers appear in the caption of this proceeding, filers must transmit one electronic copy of the filing for each docket or rulemaking number referenced in the caption. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic filing by Internet email. To get filing instructions, filers should send an email to ecfs@fcc.gov, and include the following words in the subject line or body of the message: get form <your email address>. A sample form and directions will be sent in response.

Paper Filers: 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 2, 2007. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Arlene Alexander, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C408, Washington, D.C. 20554 or by email at Arlene.Alexander@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 or CD-Rom formatted in an IBM compatible format using Word 2003 or compatible software. The electronic media 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.

³ See 47 C.F.R. § 64.604(c)(1).

TRS Programs and Interstate TRS Providers Are Reminded of Obligation Regarding Contact Information and Substantive Changes in Their TRS Program

Certified state Telecommunications Relay Service (TRS) programs are also reminded that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission a contact person or office for TRS consumer information and complaints about intrastate service. The submission shall include the name and address of the state office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

Similarly, interstate TRS providers are further reminded that pursuant to 47 C.F.R. § 64.604(c)(2) they must submit to the Commission a contact person or office for TRS consumer information and complaints about the provider's service. The submission shall include the name and address of the office that receives complaints, grievances, inquiries and suggestions; the voice, TTY and fax numbers for that office; the email address; and the physical address to which correspondence should be sent. The Commission must be notified each time there is a change in any of this required information.

Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.

The Commission also reminds certified state TRS programs that pursuant to 47 C.F.R. § 64.605(f)(1) state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change. Similarly, Video Relay Service (VRS), Internet Protocol Relay (IP Relay) service providers and IP Captioned Telephone service providers certified under 47 C.F.R. § 64.605(f)(2) must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal minimum standards after implementing the substantive change. **Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.**

Contact information for certified state TRS programs is posted on the Consumer & Governmental Affairs Bureau's website at: http://www.fcc.gov/cgb/dro/trs_contact_list.html; contact information for interstate TRS providers is posted at: http://www.fcc.gov/cgb/dro/trs_providers.html.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program 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.bcpiweb.com or call 1-800-378-3160. Filings may also be viewed on the Consumer & Governmental Affairs Bureau's, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email 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 and Portable Document Format (PDF) at <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Arlene Alexander, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-0581 (voice), (202) 418-0183 (TTY), or email Arlene.Alexander@fcc.gov.

-FCC-

Maine Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

**External Complaints--
Miscellaneous**

Customer has been unable to place long distance calls through the relay. Customer stated that their long distance provider was USA Telephone and had updated their relay profile.

**Inquire Date 6/3/2006
Record ID 11831
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 6/5/2006
Resolution 6/27/2006**

Lead CA forwarded the information to Customer Service. Customer Service verified the profile information. Customer Service contacted the provider and discovered an issue with the carrier and their reseller. Customer was notified. After the issue was resolved by the carrier and reseller, Customer Service contacted the customer. Customer has been able to place long distance calls without incident. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer has been having difficulties with USA Telephone and Global Crossing as their long distance carrier and reseller.

**Inquire Date 6/16/2006
Record ID 11834
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/16/2006
Resolution 6/28/2006**

Customer Service contacted the carrier. The carrier stated that the reseller would be contacted to resolve this issue. Carrier contacted the relay and stated that the issues were resolved. Customer was notified and has been able to place calls without incident. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer came into the Maine Center on Deafness office needing assistance programming their Sidekick and had a technical issue with T-Mobile.

**Inquire Date 9/8/2006
Record ID 12394
Call Taken By Customer Service
CA Number
Responded By Maine Center on
Deafness
Response Date 9/8/2006
Resolution 9/8/2006**

Maine Center on Deafness assisted the customer with programming and referred the customer to T-Mobile for assistance with the technical issue. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated that he received equipment from Maine Center on Deafness and there were no cords in the box. Customer has been unable to reach anyone at Maine Center on Deafness to receive the cords.

**Inquire Date 9/9/2006
Record ID 12471
Call Taken By Lead CA
CA Number
Responded By Chris/Tina
Response Date 9/11/2006
Resolution 9/11/2006**

Lead CA stated that Customer Service would contact Maine Center on Deafness to see if these cords could be sent to the customer. Customer was satisfied. Customer Service contacted Maine Center on Deafness and cords had already been mailed to customer and customer had been notified.

**External Complaints--
Miscellaneous**

Customer was attempting to call 611 through the relay to inquire a friend's new cell phone number, as the recording stated to do, but the call could not be placed through the relay.

**Inquire Date 9/23/2006
Record ID 12410
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 9/23/2006
Resolution 9/23/2006**

Lead CA explained that cell phone information through their cellular provider can be aquired by dialing 611 on their cell phone. Lead CA suggested calling the cell phone provider through their 800 number. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that someone that works for the Maine School for the Deaf broke confidentiality and wanted to make sure that this got reported.

**Inquire Date 9/25/2006
Record ID 12465
Call Taken By Supervisor
CA Number
Responded By Amanda/Tina
Response Date 9/26/2006
Resolution 10/6/2006**

Supervisor stated that this information would be forwarded to Customer Service and if additional information was needed, the customer would be contacted. Customer Service attempted to contact customer to explain that the relay has no affiliation with the Maine School for the Deaf and that the customer would need to contact the school directly. There has been no answer each time that Customer Service calls.

**External Complaints--
Miscellaneous**

Customer stated that they have Time Warner as their long distance carrier set up through their profile. Sprint will not allow the calls to go through.

**Inquire Date 3/21/2007
Record ID 13572
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 3/21/2007
Resolution 3/21/2007**

Lead CA forwarded the information to Customer Service. Customer Service verified the customer's profile was set up. The recording is received due to Time Warner using Sprint as their reseller. Customer Service offered to speak to both Time Warner and Sprint if customer would like. Customer stated they would contact the carriers. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated long distance calls would not go through from their hospital room.

**Inquire Date 4/23/2007
Record ID 13735
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/23/2007
Resolution 4/23/2007**

Customer Service spoke with hospital telephone administration and discovered that there is a restriction on long distance calling. Customer Service explained how to use Deaf Operator Services to dial TTY to TTY long distance collect. Customer understood.

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

***Inquire Date 9/28/2006
Record ID 12422
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 9/28/2006
Resolution 9/28/2006***

Customer has been receiving fraudulent phone calls from someone attempting to get money from a client's account. Customer stated that the calls were coming through a different relay.

Because the customer stated the calls were coming from another Relay provider, Lead CA gave the appropriate Customer Service number for the other provider to the customer. Lead CA suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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

***Inquire Date 12/5/2006
Record ID 12901
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/5/2006
Resolution 12/5/2006***

Customer has been receiving harassing calls and believes it to be through another relay service.

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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

***Inquire Date 12/5/2006
Record ID 12902
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 12/5/2006
Resolution 12/5/2006***

Customer has been receiving harassing phone calls in the middle of the night, but believes the calls are from a different provider.

Because the customer stated the calls were coming from another Relay provider, Lead CA gave the appropriate Customer Service number for the other provider to the customer. Lead CA suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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

***Inquire Date 12/11/2006
Record ID 12904
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/11/2006
Resolution 12/11/2006***

Customer has been receiving harassing phone calls, but was unsure if they were through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

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

Customer has been receiving harassing phone calls and wanted to know what she can do about it.

**Inquire Date 12/29/2006
Record ID 13012
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 12/29/2006
Resolution 12/29/2006**

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

**Technical Complaints--Connect
Time (TTY/Voice)**

Customer stated that she received a recording that repeated "please hold" when attempting to dial 7-1-1 and wanted to know why she was receiving the recording.

**Inquire Date 11/22/2006
Record ID 12776
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/22/2006
Resolution 11/22/2006**

Customer Service apologized and explained the holding recording that appears when all CAs are busy. Customer understood. Maine Relay answered 93% within 10 for the day.

**Technical Complaints--Connect
Time (TTY/Voice)**

Customer stated that when she dialed to the relay she received a recording that all CA's were busy at this time. Customer hung up and dialed back to relay and was connected to CA.

**Inquire Date 2/28/2007
Record ID 13432
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/28/2007
Resolution 2/28/2007**

Lead CA apologized and explained why customer would receive the recording. Customer understood. Maine Relay answered 95 % within 10 for the day.

**Technical Complaints--711
Problems**

Customer stated that 7-1-1 did not work from the school office.

**Inquire Date 2/2/2007
Record ID 13333
Call Taken By Customer Service
Rep
CA Number
Responded By Michelle
Response Date 2/2/2007
Resolution 2/2/2007**

Supervisor explained how this could happen and offered to speak to the school telephone administrator and gave the toll free number to dial. Customer refused the offer to speak to the telephone administrator. Customer was satisfied.

**Technical Complaints--711
Problems**

Customer has been unable to reach 7-1-1 from their office. Customer must press '2' to get an outside line.

*Inquire Date 3/20/2007
Record ID 13547
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/20/2007
Resolution 3/20/2007*

Customer Service explained why this could be happening and offered to work with the telephone administrator and gave customer the toll free number to access the relay. Customer was satisfied and will forward information to telephone administrator.

**Technical Complaints--
Miscellaneous**

Maine Poison Control stated that when a customer calls the 800 number for poison control, they reach the Wisconsin Poison Control office, since the calls are routed through the Wisconsin center. Maine Poison Control would like the calls to be routed to their own office, so the customer can be assisted more quickly.

*Inquire Date 11/15/2006
Record ID 12845
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Greg
Response Date 11/15/2006
Resolution*

Customer Service stated that she would inform the technical department of this issue. The technical department continues to address this. A meeting was held with Poison Control and Poison Control continues to work on this problem.

**Technical Complaints--
Miscellaneous**

Customer was attempting to use a 10-10 number through the relay and the call would not go through.

*Inquire Date 12/26/2006
Record ID 13000
Call Taken By Supervisor
CA Number
Responded By Gerel
Response Date 12/28/2006
Resolution 1/3/2007*

Supervisor stated that this information would be forwarded to the technical department. Customer Service placed test calls through relay and discovered that 10-10 worked fine and no problems were found at the workstation. Customer Service has attempted to contact the customer several times, but there has been no answer.

**Technical Complaints--
Miscellaneous**

Customer requested Sprint when placing a long distance call through the relay and was unable to have the call processed on Sprint.

*Inquire Date 5/15/2007
Record ID 13871
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 5/15/2007
Resolution 5/15/2007*

Lead CA stated that there was a technical issue at the workstation and the CA was unable to select Sprint at this time. Customer was satisfied and technical issue was resolved on the workstations within the hour.

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

Inquire Date 8/15/2006
Record ID 12203
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/15/2006
Resolution 8/15/2006

Customer requested Conversant Communications as their long distance provider through the relay.

Customer Service explained that Conversant was not a participating provider through the relay. Customer Service offered to implement a profile with a different carrier of choice. Customer declined and hung up. Conversant Communications has been contacted by the technical department. The technical department continues to work with Conversant Communications. Conversant Communications is still not a participating carrier as of 5/31/2007.

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

Inquire Date 1/17/2007
Record ID 13213
Call Taken By Customer Service
CA Number
Responded By Tina/Joanne
Response Date 1/17/2007
Resolution

One Communications Representative has a client that is billed incorrectly when placing calls through the relay.

Customer Service explained that One Communications is not a participating provider with the relay and put the representative in contact with the relay technical department. A letter of authorization was sent to One Communications. There has been no further contact from One Communications. One Communications is still not a participating carrier as of 5/31/2007.

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

Inquire Date 4/17/2007
Record ID 13665
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 4/17/2007
Resolution 4/19/2007

Customer submitted an online profile with Vonage as the carrier of choice.

Customer Service explained that Vonage was not a participating carrier through the relay. Customer Service directed the customer to their provider for further information. Customer Service contacted Vonage to learn more about their service. Customer's profile was implemented with an alternative carrier. Customer was notified and satisfied. Vonage is unable to become a participating carrier through the relay.

CapTel--Complaints

Inquire Date 1/23/2007
Record ID 13222
Call Taken By Customer Service
CA Number
Responded By Maine Center on
Deafness
Response Date 1/23/2007
Resolution 2/5/2007

Customer contacted Maine Center on Deafness and stated that they had been unable to place a long distance call through CapTel, as they are billed through AT&T and their long distance provider is Time Warner.

Maine Center on Deafness directed customer to contact Time Warner in regards to this issue. Customer Service left a message contacting Maine Center on Deafness to ensure that the customer had been directed to contact CapTel to set up a profile.

Captel--Complaints

Technical - General

Inquire Date 8/25/2006
Record ID 14425
Call Taken By RP
CA Number
Responded By RP
Response Date 8/25/2006
Resolution 8/28/2006

Technical support made an adjustment to allow Canadian to make a long distance call to CapTel user in Maine. Adjustment resolved matter.

Captel--Complaints

Service - General

Inquire Date 3/5/2007
Record ID 29893
Call Taken By RNW
CA Number
Responded By RNW
Response Date 3/5/2007
Resolution 3/5/2007

Technical problem identified. Resolution provided by network vendor.

Captel--Complaints

Service - General

Inquire Date 3/5/2007
Record ID 30009
Call Taken By LG
CA Number
Responded By LG
Response Date 3/5/2007
Resolution 3/5/2007

Technical problem identified. Resolution provided by network vendor.

Captel--Complaints

Service - General

Inquire Date 3/5/2007
Record ID 30169
Call Taken By DF
CA Number
Responded By DF
Response Date 3/5/2007
Resolution 3/5/2007

Technical problem identified. Resolution provided by network vendor.

Captel--Complaints

Service - General

Inquire Date 3/5/2007
Record ID 30052
Call Taken By KM
CA Number
Responded By KM
Response Date 3/5/2007
Resolution 3/5/2007

Technical problem identified. Resolution provided by network vendor.

CapTel--Complaints

Service - General

Inquire Date 3/5/2007**Record ID** 30182**Call Taken By** MP**CA Number****Responded By** MP**Response Date** 3/5/2007**Resolution** 3/5/2007

Technical problem identified. Resolution provided by network vendor.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 3/22/2007**Record ID** 31945**Call Taken By** RP**CA Number****Responded By** RP**Response Date** 3/22/2007**Resolution** 3/22/2007

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

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 5/3/2007**Record ID** 35946**Call Taken By** RP**CA Number****Responded By** RP**Response Date** 5/3/2007**Resolution** 5/3/2007

Sent customer information explaining the difference between a CapTel 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 -
Maine Public Utilities Commission
Date: July 24, 2007
Re: TTY Complaints

In response to your request, we did not log any customer complaints regarding TTY or deaf-relay services between July 1, 2006 and June 30, 2007.

If you need additional information, please contact me.