

MERS Survey Results Summary (questions 4-18)

Compiled by: Geoff Tibbals, MCD Equipment Program Specialist

4. Have you received information on MERS from MCD or MERS?

46 Yes 20 No
MCD: 40 Newsletter 5 Website 5 Event
MERS: 14 Newsletter 6 Website 4 Event

5. Do you have any problems dialing MERS 711? 10 Yes 54 No

- a)don't know b)someone's home c)slow typing, disconnected
- why AT&T separate accounts on bill?
- a business, disconnected
- 711, wrong sp, slow typing, disconnected, too long of timing
- varies, home or business, rude ca, wrong sp, disconnected
- business, disconnected, business unaware abt using tty-relay
- disconnected, conflict with Verizon
- slow typing, always plus re-type due to sp errors
- wrong sp
- 711, home or business, rude ca, wrong sp, slow typing, disconnected, not familiar with Maine town names

6. Do you have any problem using the MERS 800 number? 5 Yes 59 No

- a)-b)someone's home c) slow typing
- 1 800-437-1220, disconnected, too long of time
- varies, home or business, rude ca, wrong sp, disconnected
- business, disconnected, business unaware abt using tty-relay
- never had to use MER, don't know how
- "repeatedly dialing" when trying to call long distance

7. Since 2006, when using the Relay Service to call a business, have you had any problems communicating with the business, including any problems with the response of the business to the relay call? 21 Yes 43 No

- Lack of knowledge or understanding on other sides with businesses
- a)can't remember b) a residence c) disconnected
- for appointment from a business
- why AT&T separate accounts on bill?
- Dr. Office, residence, Garbled
- ME ST USDA, residence, wrong sp, slow typing, hang ups on other end b/c of slow response time
- Antonia's Pizza, a residence, they hung up on me

- varies, home or business, rude ca, wrong sp, disconnected
- GE Security (or any business with a menu), a residence, disconnected, business not enough time to give person read a menu. GE is not nice, I worked there and tried to call. I did not know an extension # so nobody will pick up.
- business, rude ca
- hard to explain
- Never had to use Relay, can't hear well on the phone
- AMHI/dentist, struggle with "800"
- some business, a business, disconnected
- polar golf in CA, a few pizza places, a residence, not a MERS problem - business hung up
- USA Telephone (by Maine Relay/ not w/relay)
- MANY, rude ca, wrong sp, slow type, disconnected, hang ups
- can't remember, a business, rude ca, slow type, disconnect
- hang up - not accept 3rd party
- Several, person hung up
- any business, a residence

8. Since 2006, have you had any problems with a MERS CA? 13 Yes 50 No

- wrong spelling, sometimes they type too fast, more errors on spelling
- wrong spelling
- disconnected
- wrong spelling/disconnect
- disconnect, garble
- varies, home or business, rude ca, wrong sp, disconnected
- Don't hear well on the phone to use MERS so don't have any problems cause don't know how to use.
- unable to use '800'
- disconnected, VRS hang up on me and I called again
- Rude CA
- slow type, disconnect
- All CA's are very polite!!
- slow type
- rude CA, spelling, slow type, disconnected...sometimes

9. Did you complain about MERS? 9 Yes 54 No

- AT&T, why separate?
- CA, no, no
- I don't like who voice without tty when hang up and did not information while I am not home, sometime did not put the message on tty. Who aren't skillful

sound like relay service they don't care about our feelings, sound dumb, no respect

- can't remember, no, no
- yes, no
- supervisor, yes, nice, but they couldn't give me an answer
- don't remember
- Lois Morin, Yes, Yes
- about CA behavior - refused to help me, yes, no

10. Since 2006, when you call MERS, have you received the "MERS HERE NBR PLS GA" within 10 seconds and then had to redial? 23 Yes 41 No

How Often? 8 Mostly every time 10 Once in a while 5 Not too many times

11. Have you been disconnected while using MERS? 15 Yes 50 No

If Yes, was it 8 711 5 VRS
5 IP Relay 5 Wireless Relay
1 CapTel

If No, did you have to dial again? 5 Yes 1 No

12. When you call MERS, are you told more than once to "Please hold for the next available CA?" 20 Yes 43 No

If Yes, how many times in 1 call? 10 twice 8 3-5 times 2 more than 5 times

13. Did you have any problems with your local phone company? 12 Yes 50 No

- AT&T
- a person called for me to resolve the problem with special discount.
- it is hard long talk about bill but now I have Sorenson, it helps better
- When we had MCI, we sent proof of hearing loss, but they said they never got it and refused the discount
- didn't discount
- very hard now I can't talk with them. My tty is very old, not work. I have to go to them personally at the office in Hartland
- Its hard for me to use the phone a lot of times, when I can't hear what they are saying on the phone or don't understand them. Need to have visual like to have vp, that will help me
- I cannot call long distance using relay. If a person that hears dials the phone co. will bill me but I cannot use relay calling in or out of maine. Noone can help me on this?

- took several years
- Fairpoint, need training
- getting LD services correct, not understanding TTY calls
- because the charge was too much; I don't use my phone much

14. If you have had any problem using MERS, please tell us about them:

- they give me not much time if I have to find another phone number while I'm on call with them
- sometimes too slow to respond on initial call
- had problems using MERS with TTY, since then I use IP Relay...no problems
- sometimes they can not read mine as garble or wrong number as I say
- need to find whom skillful person and who know how to skill as well and need to teach training person and better improve well
- Assumption that carrier is AT&T even though I have a profile that says Verizon
- Maine Relay is great!! And very helpful. Its that noone even the supervisor seems to know what to do about the above problem
- Slow
- disconnected in the middle of the conversation. Sometimes mers is busy for a while
- I never use MERS at all
- Your service is terrific- I'm so grateful!
- a lot of slow typing
- I spoke with supervisor about the CA problem - they never improve!

15. Do you have any ideas or suggestions to make MERS better?

- No, sorry
- maybe flyers on other ways to use MERS, not just tty or ip
- better typists
- make them answer more quickly, they take too long!
- Yes
- Vp is best
- Training to improve retention of auditory information should be available.
Work on holding the message across longer lag times
- give us words that are complete. Not computer's words I'm trying to figure out what they stand for. We are on a phone not computer
- more speed, not require GA, more friendly
- no disconnections
- No, Sprint VRS is better, HOVS VRS is better, IP Relay is better
- Faster relay typing

- I have - it never improve for years

16. Do you have any ideas or suggestions about how to help you understand MERS better?

- Set at kitchen and explain person
- need deaf workers who use asl and know what to do
- I look on website, good info
- pamphlets, trainings for businesses
- understanding how to use MERS, how it works make it easy to use
- yes
- solve problem w/ Verizon
- please you have lots of space can't you use the word?
- How can you call yourselves Maine Relay when you are not in Maine and cannot pronounce town names.

17. Do you have any ideas of suggestions about how MCD can get information to you (events, websites, etc.)

- Newsletter X 2
- Mailing X 4
- more better for website
- set up a website for all events in maine for us to see what deaf events in maine
- The events we hear about are usually too far for travel budget
- conferences, asl news group, agency trainings in Bangor
- better website
- let me know by mailing them to me or send it to my email address
- website w/ reminder if info is updated
- I learn to read words and you are using so many computer definitions as if you are on one that I can't understand what you are talking about.
- better informing...not after the event has happened
- email newsletter
- mail, email
- no comment

18. Would you like mailings and updates from Hamilton Relay? 36 Yes 25 No