

# Maine Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

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## **CapTel--Complaints**

Customer stated their CapTel device is not working properly and inquired about a replacement.

*Inquire Date 9/14/2009*

*Record ID 20072*

*Call Taken By Customer Service*

*CA Number*

*Responded By Tina*

*Response Date 9/14/2009*

*Resolution Date 9/14/2009*

Customer Service offered tips to clear static and fix the device. Customer Service directed customer to CapTel for possible replacement on their new device. Customer was satisfied.

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## **External Complaints--Miscellaneous**

Customer stated that their equipment does not have a dial tone.

*Inquire Date 8/22/2009*

*Record ID 19959*

*Call Taken By Lead CA*

*CA Number*

*Responded By Tina*

*Response Date 8/24/2009*

*Resolution Date 8/24/2009*

Lead CA provided customer with basic instructions for connecting their device. Customer Service attempted to return a call and discovered the customer's line was disconnected.

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## **External Complaints--Miscellaneous**

Customer stated that her brother placed a call to 711 and was told that he could not request slow typing and that must come from the customer and relay would not process the call.

*Inquire Date 10/7/2009*

*Record ID 20205*

*Call Taken By Customer Service*

*CA Number*

*Responded By Tina*

*Response Date 10/7/2009*

*Resolution Date 10/7/2009*

Customer Service discovered that customer reached New Hampshire Relay. Customer Service apologized and gave customer the toll free voice number for Maine Relay to ensure that the profile for the called party would appear on the call and the profile was already set for slow typing. Customer was satisfied.

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## **External Complaints--Miscellaneous**

Customer stated that they are being billed incorrectly from Sprint. Customer wanted to verify that their profile was set up correctly.

*Inquire Date 3/26/2010*

*Record ID 20985*

*Call Taken By Customer Service*

*CA Number*

*Responded By Tina*

*Response Date 3/26/2010*

*Resolution Date 4/6/2010*

Customer Service verified that the profile was set correctly and directed the customer to Sprint for questions in regards to their bill. Customer Service requested that customer have Sprint contact the relay. Customer understood. There has been no contact from the customer or the provider.

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**Service Complaints--CA Misdialed Number** Customer stated that the CA misdialed a toll call through the relay. Customer did not have the CA number and said it is alright "we are all human."

**Inquire Date 7/10/2009**  
**Record ID 19712**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Marsha**  
**Response Date 7/10/2009**  
**Resolution Date 7/10/2009**

Lead CA apologized to the customer and requested copy of the customer's bill for possible reimbursement. Customer was satisfied. No bill was received.

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

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

**Inquire Date 6/9/2009**  
**Record ID 19537**  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By Michelle**  
**Response Date 6/9/2009**  
**Resolution Date 6/9/2009**

Supervisor suggested that the customer contact their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

**Inquire Date 8/4/2009**  
**Record ID 19869**  
**Call Taken By Customer Service**  
**CA Number**  
**Responded By Tina**  
**Response Date 8/4/2009**  
**Resolution Date 8/4/2009**

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.

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

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

**Inquire Date 2/22/2010**  
**Record ID 20837**  
**Call Taken By Operations Mgr**  
**CA Number**  
**Responded By Diane**  
**Response Date 2/22/2010**  
**Resolution Date 2/22/2010**

Assistant Operation Manager suggested that the customer contact their local telephone company and report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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***Service Complaints--Miscellaneous***

Customer stated that every time she places a call to the relay she has to repeat the number to dial at the beginning of the call and does not understand why.

***Inquire Date 10/21/2009***

***Record ID 20295***

***Call Taken By Lead CA***

***CA Number***

***Responded By Heather***

***Response Date 10/21/2009***

***Resolution Date 10/21/2009***

Lead CA inquired if the customer had a profile set up with the relay for VCO to ensure that she was connecting to the relay correctly. Customer disconnected.

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

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 5/10/2010***

***Record ID 21279***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 5/10/2010***

***Resolution 5/10/2010***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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***Technical Complaints--Miscellaneous***

Customer is unable to answer VCO calls with their Superprint Pro 80.

***Inquire Date 5/14/2010***

***Record ID 21276***

***Call Taken By Supervisor***

***CA Number***

***Responded By Michelle***

***Response Date 5/14/2010***

***Resolution 5/14/2010***

Supervisor discovered that the customer had auto answering machine turned on for the device Supervisor explained how to turn off auto answering machine and placed a test call, which was successful. Customer was satisfied.

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***Technical Complaints--711 Problems***

Customer stated they are unable to reach Maine Relay when dialing 711. Customer stated that they reach a different state relay when dialing 711.

***Inquire Date 8/12/2009***

***Record ID 19925***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 8/12/2009***

***Resolution Date 10/23/2009***

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer was dialing another state relay access number. Customer Service has attempted to contact the customer to assist them in reprogramming their speed dial. There has been no answer. Customer Service has been unable to contact customer and there has been no return call in regards to this issue.

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**Technical Complaints--Busy  
Signal/Blockage**

Representative assisting customer was unable to connect to the relay.

**Inquire Date 8/12/2009  
Record ID 19872  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/12/2009  
Resolution Date 8/12/2009**

Customer Service verified the set up of the device and discovered a "9" was needed to be dialed for an external line. Customer understood.

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

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

**Inquire Date 8/3/2009  
Record ID 19924  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 8/3/2009  
Resolution Date**

Customer Service explained that CTC Communications was not a participating provider through the relay. Customer Service offered an alternate provider, but customer refused. Customer Service stated that the relay would contact the provider about becoming a participating provider through the relay. Customer Service has forwarded information to the provider. As of 5/31/2010, CTC Communications is still not a participating provider through the relay.

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

Customer requested Paetec as their long distance provider.

**Inquire Date 11/19/2009  
Record ID 20425  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 11/19/2009  
Resolution Date**

Customer Service explained that Paetec is not a participating provider through the relay. Paetec has been contacted several times by the relay. Customer was offered an alternate provider, but did not have a list of office telephone numbers. There has been no further contact from the customer. As of 5/31/2010, Paetec is still not a participating provider through the relay.

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**Technical Complaints--Miscellaneous**

Customer stated that the new profile they set up is not working or appearing at the workstation.

**Inquire Date 6/23/2009  
Record ID 19544  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 6/23/2009  
Resolution Date 6/23/2009**

Assistant Operations Manager verified the profile information was updated and verified the telephone number customer was using to access the relay. Customer was using the voice line number so profile was transferred to the number and issue was resolved. Customer was satisfied.

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