

Maine Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
577679	6/17/2013	9077	Lisa	Tina	Customer stated they received inappropriate language before the CA identification. Customer inquired who typed the message, if it was the CA or who.	7/12/2013	Customer Service forwarded information to the technical department. The technical department discovered that the CA did not type the information. Customer was notified of the findings. Customer was satisfied.
161882	7/30/2013		Ellis	Ellis	Customer reported that they were receiving spaces between every letter when receiving typing from the CA.	7/31/2013	Customer Service advised customer that the technical department is aware of this issue. Customer Service apologized to the customer for any inconvenience this may have caused during their call. The technical department resolved this issue; but the customer did not want to be notified when the issue was resolved. Customer was satisfied.
979009	8/1/2013		Jessica	Jessica	Customer reported there were spaces displaying between every letter that the CA typed.	8/1/2013	Customer Service apologized to the customer and explained that the technical department was aware of this issue. Customer stated they did not want to be notified when this issue was resolved. The technical department has resolved the typing display to customers. Customer was satisfied.
221752	10/3/2013		Tina	Tina	Customer stated they have been receiving suspicious telephone calls through Video Relay.	10/3/2013	Customer Service explained that Maine Relay is not a Video Relay provider. Customer Service referred customer to their Video Relay provider and also local law enforcement to report this activity. Customer was satisfied.
868570	11/23/2013		Mitch	Mitch	Customer stated they were unable to place a long distance call correctly through the Relay. Customer stated their carrier is not an available carrier through the Relay.	11/25/2013	Customer Service forwarded information to the technical department. The technical department discovered the carrier is a VoIP provider. Customer Service verified that 7-1-1 was translated correctly with the provider so that billing is done through the VoIP provider and not the Relay. In this situation, the customer does not pay any long distance charges for Relay calls. Customer was notified and satisfied.

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525002	11/25/2013		Tyna	Tyna	Customer stated was unable to place a call to VCO user through 7-1-1.	11/25/2013	Customer Service discovered the customer was not even reaching the Relay. Customer Service requested the customer place a test call to 7-1-1; which was successful. Customer was satisfied.
296880	3/30/2014		Dawn	Dawn	Customer stated they were not receiving typing from the CA after the call had connected to the Relay.	3/31/2014	Customer Service provided troubleshooting tips for connecting a call in VCO. Customer was able to receive typing from the CA. Customer was satisfied.
496467	4/18/2014		Tina	Tina	Representative assisting a customer that is unable to reach the Relay when they dial 7-1-1.	4/18/2014	Customer Service discovered the customer is in an office setting. Customer Service provided tips for dialing 7-1-1 from the office and provided the Relay toll free access number. Customer was satisfied.

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Category
External Complaints - Miscellaneous
Technical Complaints - Miscellaneous
Technical Complaints - Miscellaneous
Service Complaints - Suspicious/Harassment Call
Technical Complaints - Carrier Choice not Available

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Category
Technical Complaints - Tech Issues 7-1-1 Problem
Technical Complaints - Tech Issues VCO/2LVCO Problem
Technical Complaints - Tech Issues 7-1-1 Problem