APPENDIX H

INFORMATIONAL MATERIALS ON STATE COMPLAINT PROCEDURES

Do you have more questions about how to use the Maine Relay Service or how to make a complaint?

If so, please contact:

Maine Center on Deafness
68 Bishop Street, Suite 3
Portland, ME 04103
207-797-7656 (TTY/V)
1-800-639-3884 (TTY/V)

MAINE RELAY SERVICE

PROBLEMS OR COMPLAINTS?

- Are you having problems using the Maine Relay Service?
- Can't connect using 711?
- Get a busy signal many times?
- Wait a long time for a Communication Assistant (CA) to help you?
- Person you call refuse to take your relay call?
- Other problem?

PLEASE note the date and time of your call and the CA# if you have connected to the Relay Service. Then report your problem, so that it can be resolved!

For problems connecting to the Relay Service via 711 or if your relay call is refused by the person or business you are calling, please notify:

Julia Bell
Outreach Manager for the Maine Relay Service
Maine Center on Deafness
Telephone: (207) 797-7656 (TTY/Voice) or
1-800-639-3884 -- TTY/Voice outside Portland
Extension 109 (V) or 309 (tty)
E-mail: mcdmers@maine.rr.com

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Complaints about the operation of the Relay Service (busy signal, long wait, CA problems)?

Please contact AT&T, Maine's Relay provider. You can submit those complaints to AT&T by telephone or fax 24 hours a day:

TTY: 1-800-682-8786
Voice: 1-800-682-8706
Fax: 1-888-288-2184

You may also submit your comments/complaints via the internet at www.att.com/relay. Just click on "We welcome your feedback" and you will connect to the comment page.

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You may also submit your complaint to the Consumer Assistance Division (CAD) at the Maine Public Utilities Commission (Tele: 1-800-452-4699) or you may use the complaint form that is available on the PUC's web page: www.state.me.us/mpuc/CAD/compform Complaints may also be submitted in writing to the following address:

Maine Public Utilities Commission
Consumer Assistance Division
18 SHS
Augusta, Maine 04333-0018